

# **Income Verification Matching**

**Health Eligibility Center**

## **User Training Guide 2.9**



**May 2005**

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## Introduction

The mission of the Income Verification (IV) Division of the Health Eligibility Center (HEC) is to collect and verify veteran's income to determine medical care eligibility assignments.

This is accomplished through the verification process of the veterans' annual means tests conducted at VA healthcare facilities. Household income information of noncompensable 0% SC and nonservice-connected veterans without special eligibility is matched with the person's income records maintained by the Internal Revenue Service (IRS) and Social Security Administration (SSA). The IV staff verifies total household annual income and base a veteran's eligibility or care on the previous year's income. When the total income exceeds an established means test threshold, the veteran may be responsible for health care copayments.

The Income Verification Match has undergone modification to their business process to assist in reaching a goal of processing all potential IVM cases available for each income year. To assist in these process changes, existing functionality of the IVM/EDB software has been enhanced to further improve productivity and meet the needs of the business. This document is intended to assist with the use of the application and specifically the functionality enhancements delivered with IVM 2.9 software.

# Functionality

IVM is a web based application that is accessed by the Income Verification Division (IVD) staff at the HEC.

The following is a high level listing of the enhanced functionality provided with version 2.9 of EDB/IVM.

- Automatic case creation
- Updates in data from the HEC Legacy system to EDB/IVM
  - Eligibility Updates valid for Income Verification Matching (IVM)
  - Date of Death Updates
  - Demographic (address) Updates
  - Site Activity Updates
  - Means Test (MT) (status) Updates
  - Spouse Income Updates
- Appropriate action to potential and existing IVM cases based on updates received
- Workload Indicators
- Case History updates
- Letter Processing
  - Automated letter processing
  - Manual letter processing
  - Centralized printing
- Modified and Additional Reports
- Update to HEC Legacy for converted MT for prior income year

Upon deployment of IVM 2.9, all cases created shall begin in an automated state of processing. All cases created prior to deployment shall be marked as 'manual' and worked by the assigned LAS.

## Automatic Case Creation and Assignment

Automatic case creation is functionality for those persons with the role of Workload Supervisor. This piece of the software allows the user to set up a batch job to create and assign IVM cases to selected staff at specified time intervals.

A batch job may be created to run on a one time or recurring basis. It may also distribute an equal amount of cases to selected LAS staff or allow the supervisor to select specific number of cases for each individual chosen.

The ability to create cases by the LAS staff individually has been retained just as the supervisor staff continues to have the ability to use the Potential Search function and to create cases without the use of the batch job process.

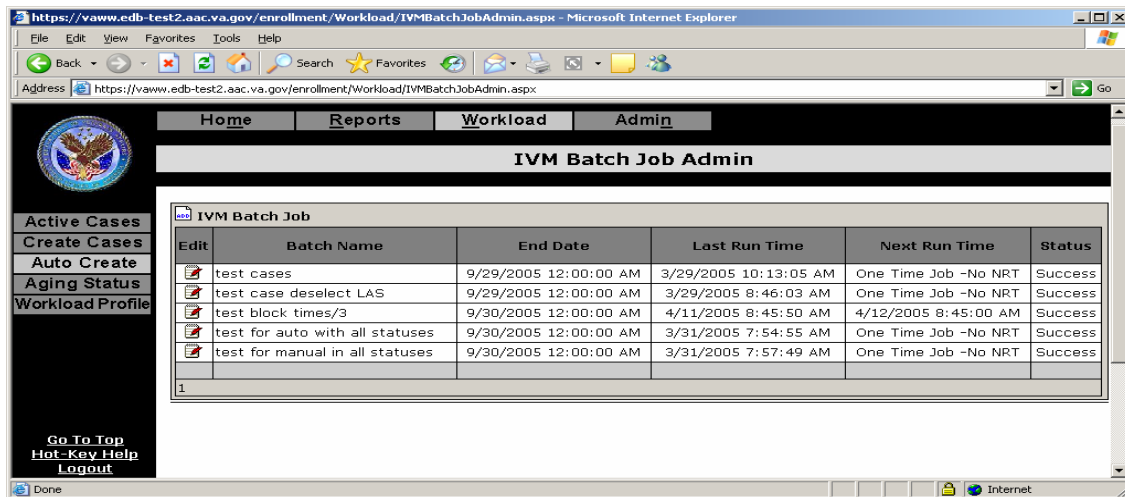


**All IVM cases created begin in the automated state of processing**

### Current Case Create (LAS)

### Current Case Create (Supervisor)

From the Home Page, the supervisor clicks the Workload tab and then the Auto Create tab. Current batch jobs are displayed on the grid. Multiple pages of batch jobs are accessed by paging through the grid.



The batch job grid displays the unique Batch Name, End Date, Last Run Time of the batch, Next Run Time (NRT), and the Status of the job. Batch jobs with a Next Run Time of One Time Job –No NRT indicates the job has no next run time (No NRT) and not recurring.

Five batch jobs are displayed per page of the grid.

### Creating a New Batch Job

Adding a new batch job begins by clicking on the 'ADD' icon in the upper left corner.

The screen will refresh providing the user with entry fields below the grid. Some fields are pre-populated and may be edited during set up of the job.

The screenshot shows the IVM Batch Job Admin web application with the 'ADD' icon clicked. The form for creating a new batch job is displayed below the grid. The form includes the following fields and options:

- Name:** A text input field.
- End Date:** A date input field pre-populated with 10/11/2005, with a format hint 'mm/dd/yyyy'.
- Time:** Radio buttons for 'Now' and 'At Date Time'. The 'At Date Time' option is selected, showing a time input field with '4/11/2005' and '05:54 PM'.
- Frequency:** Radio buttons for 'Once', 'Daily', 'Weekly', and 'Monthly'. The 'Once' option is selected.
- Group Lead:** A dropdown menu with 'All' selected and a 'Select' button.
- Cases Per LAS:** A text input field with a 'Distribute' button.
- Tier:** A dropdown menu with 'Any' selected.
- Buttons:** 'Add' and 'Select' buttons.

At the bottom of the form, there is a table with the following columns: Select, Last Name, First Name, Cases Requested, and Cases Created.

**Name** enter a unique name for the batch job.

**End Date** pre-populated with the current date + six months. May be edited.

## Time:

**Now** button is selected when the job is requested to run immediately following the successful addition of the job.

**At Date Time** is the default and is pre-populated with the current date and time (central). It may be edited.

## Frequency:

**Once** is the default and if accepted will run one time only.

**Daily** the job will run once each day at the Time selected from the Time window above.

**Weekly** selection will have job run once each week at the Date Time selected from the Time window above.

**Monthly** the job will run once each month on the same day of the month and time selected from the Time window above.

**Every nth Hour** when selecting this radio button, the user must also select the frequency of hours from the drop down box. Hours selected may be from 01 to 23.



**REMEMBER: CENTRAL TIME ZONE**

**Group Lead** The default is 'All'. Each staff member with role assignment of IV-LAS is part of the 'All' group and listed with the Select box checked.

The screenshot shows the IVMBatchJobAdmin.aspx web application. The 'Time' section has the 'At Date Time' radio button selected, with the date set to 4/12/2005 and time to 07:00 AM. The 'Frequency' section has the 'Every nth Hour' radio button selected, with '06' in the dropdown. The 'Group Lead' section has a dropdown menu set to 'All' and a 'Select' button. Below this is a table with columns: Select, Last Name, First Name, Cases Requested, and Cases Created. The table lists 10 staff members, all with their 'Select' checkboxes checked. The 'Cases Requested' and 'Cases Created' columns have input fields with the value '0'.

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	WHITFIELD	VENIS	0	0
<input checked="" type="checkbox"/>	TIDWELL	DAVID	0	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	0	0
<input checked="" type="checkbox"/>	MECCARIELLI	ROBERT	0	0
<input checked="" type="checkbox"/>	DUCLOS	BEVERLY	0	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	0	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	0	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	0	0
<input checked="" type="checkbox"/>	CHARLES	RONALD	0	0
<input checked="" type="checkbox"/>	CHAMBERS	JACKIE	0	0

The Group Lead drop down box contains the names of staff that have the assignment of Workload Supervisor. Each LAS with the current supervisor equal to the selected Group Lead will be displayed.

Users that have been made inactive for the application will not be displayed.

The screen below displays the data input for a batch job that is scheduled to run every six hours for the Group Lead of Trudy Duke.

Select a supervisor from the Group Lead drop down box and click on Select.

https://vawww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vawww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

test for manual in all statuses 9/30/2005 12:00:00 AM 3/31/2005 7:57:49 AM One Time Job = NO NRT Success

1

Name: Trudy - 6 Hour Job End Date: 10/11/2005 mm/dd/yyyy

Time: ☐ Now ☒ At Date Time 4/12/2005 07:00 AM mm/dd/yyyy Hour Min am/pm

Frequency: ☐ Once ☒ Daily ☐ Weekly ☐ Monthly  
☒ Every nth Hour 06

Group Lead: DUKE, TRUDY Select

Cases Per LAS: Distribute Add Tier: Any

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	0	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	0	0
<input checked="" type="checkbox"/>	MECCARIELLI	ROBERT	0	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	0	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	0	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	0	0

Enter the number of cases to be distributed equally to the LAS' selected and click on Distribute.

https://vawww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vawww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

test for manual in all statuses 9/30/2005 12:00:00 AM 3/31/2005 7:57:49 AM One Time Job = NO NRT Success

1

Name: Trudy - 6 Hour Job End Date: 10/11/2005 mm/dd/yyyy

Time: ☐ Now ☒ At Date Time 4/12/2005 07:00 AM mm/dd/yyyy Hour Min am/pm

Frequency: ☐ Once ☒ Daily ☐ Weekly ☐ Monthly  
☒ Every nth Hour 06

Group Lead: DUKE, TRUDY Select

Cases Per LAS: 20 Distribute Add Tier: Any

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	20	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	20	0
<input checked="" type="checkbox"/>	MECCARIELLI	ROBERT	20	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	20	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	20	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	20	0

After clicking on Distribute, the Cases Requested column is populated.



The Tier drop down box defaults to 'Any'.

The screenshot shows the IVMBatchJobAdmin.aspx web application. The 'Cases Per LAS' table is displayed with the following data:

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	20	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	20	0
<input checked="" type="checkbox"/>	MECCARIELLI	ROBERT	20	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	20	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	20	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	20	0

The 'Tier' dropdown menu is currently set to 'Any'.

Choosing a varied number of cases requested for each LAS may be accomplished by entering the number requested directly in the boxes as shown below.

An LAS may be de-selected for case assignment by removing the checkmark in the box in the Select column. This action is displayed below.

The screenshot shows the IVMBatchJobAdmin.aspx web application. The 'Cases Per LAS' table is displayed with the following data:

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	15	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	20	0
<input type="checkbox"/>	MECCARIELLI	ROBERT		0
<input checked="" type="checkbox"/>	BURGESS	WANDA	20	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	15	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	10	0

The 'Cases Requested' column is highlighted with a red circle, and the 'Select' column is highlighted with a red arrow.

When all data has been successfully set up for the batch job and the Add button is clicked a message will display indicating the job was successfully added and the job will be displayed in the grid.

https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

test for auto with all statuses	9/30/2005 12:00:00 AM	3/31/2005 7:54:55 AM	One Time Job -No NRT	Success
test for manual in all statuses	9/30/2005 12:00:00 AM	3/31/2005 7:57:49 AM	One Time Job -No NRT	Success

1 2

**Name:** Trudy - 6 Hour Job **End Date:** 10/12/2005 mm/dd/yyyy

**Time:** ☐ Now ☒ At Date Time 4/12/2005 10:00 AM mm/dd/yyyy Hour Min am/pm

**Frequency:** ☐ Once ☐ Daily ☐ Weekly ☐ Monthly ☒ Every nth Hour 06

**Group Lead:** DUKE,TRUDY Select

**Cases Per LAS:** 10 Distribute Add Tier: Any

**Job Successfully Added.**

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	10	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	10	0
<input type="checkbox"/>	MECCARIELLI	ROBERT	10	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	10	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	10	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	10	0

Page 2 of grid:

https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

**IVM Batch Job Admin**

**IVM Batch Job**

Edit	Batch Name	End Date	Last Run Time	Next Run Time	Status
	Trudy - 6 Hour Job	10/12/2005 12:00:00 AM	Yet To Run	4/12/2005 10:00:00 AM	Pending

1 2

Click on the Edit icon . The box below shows the details of the batch job when the status was still Pending.

https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

Edit	Batch Name	End Date	Last Run Time	Next Run Time	Status
	Trudy - 6 Hour Job	10/12/2005 12:00:00 AM	Yet To Run	4/12/2005 10:00:00 AM	Pending

Name: Trudy - 6 Hour Job End Date: 10/12/2005 mm/dd/yyyy

Time: ☐ Now ☒ At Date Time 4/12/2005 10:00 AM mm/dd/yyyy Hour Min am/pm

Frequency: ☐ Once ☐ Daily ☐ Weekly ☐ Monthly ☒ Every nth Hour 06

Group Lead: DUKE,TRUDY Select

Cases Per LAS: Distribute Update Tier: Any

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	10	0
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	10	0
<input checked="" type="checkbox"/>	BURGESS	WANDA	10	0
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	10	0
<input checked="" type="checkbox"/>	ROSS	DANIEL	10	0
<input type="checkbox"/>	MECCARIELLI	ROBERT	0	0

This box shows the details of a successful run. Note the number of cases in the Cases Created column. Several users had cases created greater than the number requested. This indicates that multiple income year cases were created and assigned.

https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx - Microsoft Internet Explorer

Address: https://vaww.edb-test2.aac.va.gov/enrollment/Workload/IVMBatchJobAdmin.aspx

IVM Batch Job

Edit	Batch Name	End Date	Last Run Time	Next Run Time	Status
	Trudy - 6 Hour Job	10/12/2005 12:00:00 AM	4/12/2005 10:22:18 AM	4/12/2005 4:00:00 PM	Success

Name: Trudy - 6 Hour Job End Date: 10/12/2005 mm/dd/yyyy

Time: ☐ Now ☒ At Date Time 4/12/2005 04:00 PM mm/dd/yyyy Hour Min am/pm

Frequency: ☐ Once ☐ Daily ☐ Weekly ☐ Monthly ☒ Every nth Hour 06

Group Lead: DUKE,TRUDY Select

Cases Per LAS: Distribute Update Tier: Any

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	10	10
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	10	11
<input checked="" type="checkbox"/>	BURGESS	WANDA	10	11
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	10	10
<input checked="" type="checkbox"/>	ROSS	DANIEL	10	11
<input type="checkbox"/>	MECCARIELLI	ROBERT	0	0

## Editing a Batch Job

An existing batch job may be edited by selecting the Edit icon to the left of the batch job name. All fields are editable except for the Name.

Once changes are made, click the Update box located in the center of the screen. A message will display that the update was successful.

The screenshot shows the 'IVM Batch Job Admin' web application. At the top, a table lists batch jobs. Below this, the 'Trudy - 6 Hour Job' is selected, and its details are shown. The 'End Date' is set to 10/12/2005. The 'Time' section shows 'At Date Time' selected with a date of 4/12/2005 and time of 04:00 PM. The 'Frequency' is set to 'Daily'. The 'Group Lead' is 'DUKE,TRUDY'. The 'Cases Per LAS' is set to 'Distribute'. The 'Update' button is highlighted with a red arrow. Below the form, a message box says 'Job Successfully Updated'. At the bottom, a table lists cases created for the job.

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	10	10
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	10	11
<input checked="" type="checkbox"/>	BURGESS	WANDA	10	11
<input checked="" type="checkbox"/>	UPSHAW	BERNITA	10	10
<input checked="" type="checkbox"/>	ROSS	DANIEL	10	11
<input type="checkbox"/>	MECCARIELLI	ROBERT	0	0

The system will update the Cases Created column following the next run of the updated batch job.

## Stopping a Batch Job

When a batch job needs to be deleted or stopped before the current set End Date it must be opened for editing. Enter the current date and click on Update.

The screenshot shows the 'IVM Batch Job Admin' web application. The 'Trudy - 6 Hour Job' is selected. The 'End Date' field is highlighted with a red arrow and set to 4/12/2005. The 'Time' section shows 'At Date Time' selected with a date of 4/12/2005 and time of 04:00 PM. The 'Frequency' is set to 'Daily'. The 'Group Lead' is 'DUKE,TRUDY'. The 'Cases Per LAS' is set to 'Distribute'. The 'Update' button is visible. Below the form, a message box says 'Job Successfully Updated'. At the bottom, a table lists cases created for the job.

Select	Last Name	First Name	Cases Requested	Cases Created
<input checked="" type="checkbox"/>	TIDWELL	DAVID	10	10
<input checked="" type="checkbox"/>	RAGIN	RACHEAL	10	11
<input checked="" type="checkbox"/>	BURGESS	WANDA	10	11

Once the service has processed the job, it will be removed from the grid. Note below that the grid now contains 1 page only. This indicates that the job previously located on page 2 is no longer available.

**IVM Batch Job Admin**

IVM Batch Job

Edit	Batch Name	End Date	Last Run Time	Next Run Time	Status
	test cases	9/29/2005 12:00:00 AM	3/29/2005 10:13:05 AM	One Time Job -No NRT	Success
	test case deselect LAS	9/29/2005 12:00:00 AM	3/29/2005 8:46:03 AM	One Time Job -No NRT	Success
	test block times/3	9/30/2005 12:00:00 AM	4/12/2005 8:46:05 AM	4/13/2005 8:45:00 AM	Success
	test for auto with all statuses	9/30/2005 12:00:00 AM	3/31/2005 7:54:55 AM	One Time Job -No NRT	Success
	test for manual in all statuses	9/30/2005 12:00:00 AM	3/31/2005 7:57:49 AM	One Time Job -No NRT	Success

### Batch Job Block Times

Specified days and times may be set as block out times for case creation. An example may be when system maintenance is scheduled to be performed. The times are set in the database by Health Systems Design & Development (HSD&D) staff and communicated with HEC staff.

When a batch job is scheduled to process during a block out time the job will not run. The job will run following the expiration of the block out time.

## Data Updates from HEC Legacy

Updates of data from the HEC Legacy system to EDB/IVM are accomplished on a daily basis. The updates include the current migrated data (minimal data set of information for each record migrated) and additional data elements.

After the exchange of data is accomplished the EDB/IVM system takes appropriate action for all potential and existing IVM cases based on the received updates.

Workload indicators and updates to case history make updates to specific records easily recognizable.

The following is an example of an IVM case where the icons displayed indicate that a folder has been opened, the update flag has been set and the case has been moved from the automatic to the manual state of processing.

	Last Name	First Name	SSN	Mode	Assigned To	Status	Date Case Opened	Date Case Closed
	CRUM	SAMSON			CHAMBERS, JACKIE	In-Process - Initial Letter Sent	15 Jul 2004	
Manage IVM Case: 2002IVM61677								
	DENEEN	THEODORE			BURGESS, WANDA	In-Process - Initial Letter Sent	01 Jul 2004	
Manage IVM Case: 2002IVM59610								
	MANN	ROBERT			DUCCLOS, BEVERLY	Closed - Other Deceased	02 Feb 2005	01 Apr 2005
Manage IVM Case: 2003IVM74680								
	OWEN	JOHN			BALLOW, ANITA	New	04 Feb 2005	
Manage IVM Case: 2003IVM74779								

=View =Close Folder =Open Folder =Update =Manual Processing

The following displays a system update added to Case History.

**WorkLoad Name**  
Manage IVM Case: 2002IVM59610

**WorkLoad Type**  
IVM

**Income Year**  
2002

**Case Number**  
2002IVM59610

**Date Case Opened**  
7/1/2004 12:55:54 PM

**Assignment**  
BURGESS, WANDA

☐ Open Folder ☐ Close Folder ☒ Update Flag ☒ Set To Manual

**Current Status**  
In-Process

**Current Activity**  
Initial Letter Sent

**Current Activity Reason**

**Date Updated**  
7/1/2004 1:39:11 PM

**Case History**

CommentDate: 2/2/2005 7:35:24 AM Added By: POSTMASTER,  
(System) Date Of Death Updated - Jul 14, 2002

CommentDate: 2/1/2005 2:30:59 PM Added By: BURGESS, WANDA  
Rec'd signed and dated 1010EZR agreeing with income as reported by FTI data.

Additional detail of these indicators is described in the Workload Indicator and Case History Update sections of the document.

### **Eligibility Updates**

The following is a listing of the valid eligibilities for IVM and the corresponding workload status activity reason.

<b>Valid Eligibility</b>	<b>Reason</b>
Aid & Attendance	Pension, AA Or HB
Housebound	Pension, AA Or HB
NSC, VA Pension	Pension, AA Or HB
Prisoner of War	POW
Purple Heart Recipient	Purple Heart
SC Less Than 50%	Service-Connected
Service Connected 50% to 100%	Service-Connected
World War I	WWI
Hardship Effective Date=other than Null	Hardship
Eligible for Medicaid=Yes	Medicaid

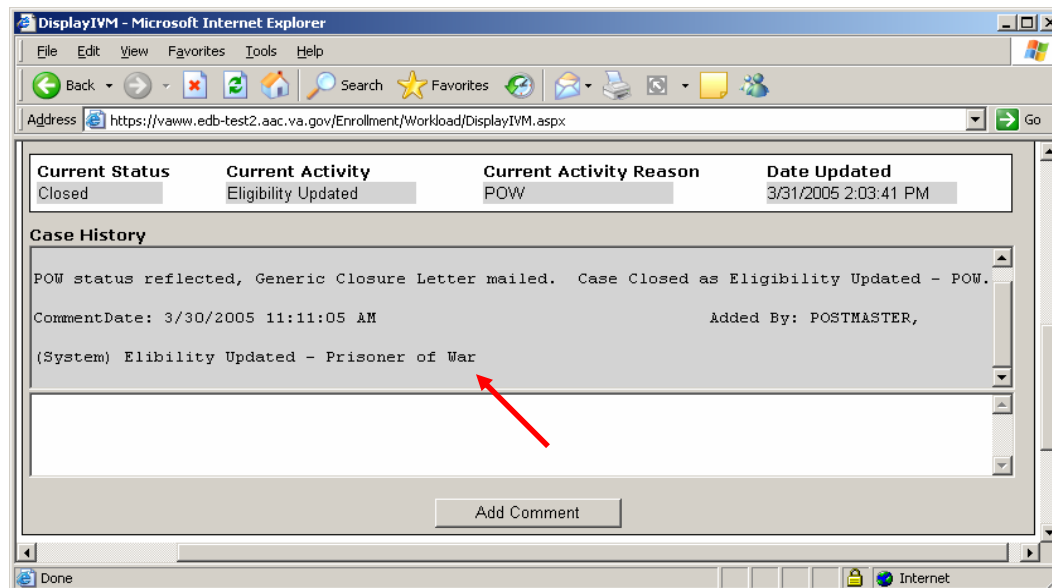
The receipt of eligibility updates are handled in various ways depending on such things as case status and type of update. The following matrix provides a summary of responses to the scenarios described.

#### Eligibility Update

Case Status	Auto/Manual Process	Update Flag	Case History	Response
Reverse Non-Potential	N/A	N/A	N/A	Returned to Potential case pool [System]
Potential	N/A	N/A	N/A	Remove from Potential case pool [System]
'Open' –Single Eligibility	Auto	No	Yes	Generic closure letter; status Closed-Eligibility Updated-xxxx [System]
'Open' - Hardship	Auto	Yes	Yes	Set to Manual [System]
'Open' - Hardship	Manual	Yes	Yes	LAS review
'Open' – Reverse Hardship	Both	Yes	Yes	LAS review
'Open' –Multiple Eligibilities	Auto	No	Yes-all	Generic closure letter; status Closed-Eligibility Updated-xxxx (Primary eligibility) [System]
'Open'	Manual	Yes	Yes	LAS review
'Open' –Primary Eligibility=SC Less than 50% and Total Check Amount is Null or = Zero; Other Eligibility	Auto	No	Yes-all	Generic closure letter; status Closed-Eligibility Updated-xxxx (Other eligibility) [System]
Closed (not = Eligibility Updated)	N/A	No	No	No action
Reverse Eligibility for Closed (current IVM IY)	N/A	Yes	Yes	Status set to ReOpened [System]. LAS review
Reverse Eligibility for Closed (prior IVM IY)	N/A	No	No	No action
Reverse single Eligibility for Closed with other Eligibilities	N/A	No	No	No Action

A system generated message in case history for a change in eligibility is shown in the screen below.





## Date of Death Updates

Date of Death updates are handled by IVM 2.9 in several ways depending on items such as the case status, case income year, and process state prior to the receipt of the update. The following matrix outlines the responses for scenarios where an update of a Date of Death is received.

### Date of Death Update

Case Status	Auto/Manual Process	Update Flag	Case History	Response
Potential (Current & Prior IVM IY)	N/A	N/A	N/A	Remove from Potential case pool [System]
Reverse Non-Potential (Current IVM IY only)*	N/A	N/A	N/A	Returned to Potential case pool [System]
'Open' (Current & Prior IVM IY)	Auto	No	Yes	Generic closure letter; status Closed-Other-Deceased [System]
'Open' (Current & Prior IVM IY)	Manual	Yes	Yes	LAS review
Closed (Current & Prior IVM IY)	Both	No	No	No action
Reverse for Closed-Other-Deceased (Current IY only)*	N/A	Yes	Yes	Status set to ReOpened [System]. LAS review

\*No action is taken for a reversal of a DOD for a prior income year.

The intake demographics screen for the veteran is populated with the date of death received from the update.

https://vaww.edb-test.aac.va.gov/ENROLLMENT/Intake/Demographics.aspx - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Intake/Demographics.aspx> Go

**Veteran Demographics**

LANDERS, MATT SSN: DOB: 08/10/1961 CLAIM:

**Workload Communications Financial FTI**

**Title Last Name\* First Name\* Middle Name Suffix**

LANDERS MATT

**SSN SSA Verification Flag SSA Verification Date**

VALID SSN 12/29/1993

**Number of Spouses 2**

**Number of Dependents 0**

**SSA Message**

**Claim # Claim Folder Location**

**Spinal Cord Injury Preferred Facility**

**Gender\* Religion**

Male

**Birth**

**Date\***

8/10/1961

**Marital Status**

**Status Date**

**Death**

**Date** 1/10/2005 **Source**

The system generated insert of information to case history for the date of death update is displayed below.

DisplayIVM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx> Go

**WorkLoad Name**  
Manage IVM Case: 2003IVM13497

**WorkLoad Type**  
IVM

**Case Number**  
2003IVM13497

**Date Case Opened**  
1/20/2005 8:13:49 PM

**Assignment**  
BRITTEN-SUPER, Patty

**Income Year**  
2003

**Open Folder** ☐ **Close Folder** ☐ **Update Flag** ☒ **Set To Manual** ☐ **Update**

**Current Status** Closed **Current Activity** Other **Current Activity Reason** Deceased **Date Updated** 1/28/2005 6:44:29 AM

**Case History**

CommentDate: 1/28/2005 6:44:51 AM Added By: POSTMASTER,

(System) Date Of Death Updated - Jan 10, 2005

**Add Comment**

## Demographic (Address) Updates

Updates for an address may be received for any of the three address types, Correspondence, Temporary Correspondence, and Insurance Company.

Address updates received are processed where the system performs a comparison between the update information from the Legacy system and the existing address data in EDB/IVM. When the comparison results in an exact match the system takes no action for the update. When there is not an exact match, the new address information is inserted in IVM and an end date is placed on the previous address (if available) making it inactive and historical.

- **Correspondence Address:**

When an update in Correspondence Address is found, a look up in EDB/IVM searching for a matching address is done for the veteran, spouse, or dependent. No additional action is taken if an exact match is found. If the matching process does not find the address then a new address is inserted and the current date is inserted as the end date for the prior address making that address inactive and historical.

- **Temporary Correspondence Address:**

An update of a Temporary Correspondence Address is handled by the system by searching for a matching address in EDB/IVM for veteran, spouse, or dependent. If an exact match is found no further action is taken. If an exact match is not found a new Temporary Address record is inserted.

- **Insurance Company Address:**

When an update in the Insurance Company Address is found, a look up in EDB/IVM searching for a matching address is done for the insurance policy company. No additional action is taken if an exact match is found. If the matching process does not find the address then a new address is inserted and the end date for the prior address is populated with the current date making that address inactive.

The screen below displays a Correspondence Address that has been updated. A new address was inserted in the record and displayed on the Veteran Demographic screen. The start date was populated with the date the update was received. The system will use this address for all future correspondence generated from the IVM application.

The screenshot shows a web browser window with the URL <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Intake/Demographics.aspx>. The page title is "Add Address(es)". The browser is Microsoft Internet Explorer.

The main form displays a table with the following data:

Type	Line1/PO Box	City	State	Zip Code	Country
Correspondence Address	9815 ADAMS	LITTLE FALLS	US-NY	13365	US

Below the table, there are several input fields:

- Address Type \***: Correspondence Address
- Address Change Source**: [Empty]
- NCOA Check Date**: [Empty]
- Line 1/P.O.Box**: 9815 ADAMS
- Line 2**: [Empty]
- Line 3**: [Empty]
- City**: LITTLE FALLS
- Country**: United States
- State**: NEW YORK
- Zip /Postal Code**: 13365
- Start \***: 4/27/2005 (highlighted with a red circle)
- End**: [Empty]
- Invalid Date**: [Empty]
- Invalid Reason**: [Empty]

At the bottom, there are sections for "Add Phone" and "Add Email". The "Add Phone" section shows a table with the following data:

Type*	Number	Last Modified
Home Phone	(509)453-1191	04/27/2005
Work Phone	(111)111-1111	04/27/2005

The "Add Email" section is empty. At the bottom right, there are buttons for "Save", "Select", "Ok", and "Cancel".

Once the address shown in the screen above was received, the end date of the previous Correspondence Address was populated with one day prior to the current date. The address was set in history and is available for viewing by clicking on the View Historical Address(es) located in the upper right corner of the address box of the demographic screen.

#### Historical address screen

Address Type	Last Modified Date	Address Change Source	NCOA Change Date
Correspondence Address			
Line 1	Line 2	Line 3	
1208 S 9TH AVE			
City	State	Zip	Country
YAKIMA	WASHINGTON	98902-5429	United States
Start Date	End Date	Undeliverable Date	Undeliverable Reason
2001-01-01	2005-04-26		

#### Site Activity Updates

The number of inpatient stays and outpatient visits is a determining factor for the prioritization process for potential IVM cases. Potential cases are placed in designated tiers during the prioritization process. Updates received for changes in stays or visits impacts potential cases only. Any site activity updates received for created cases in an open or closed state do not get updates to case history or flagged for review or action.

An example of a potential case receiving a site activity update:

A potential case for John Smith exists where he currently has 0 inpatient stays and 0 outpatient visits and has been correctly prioritized in Tier 5. A site activity update is received for 8 Outpatient Visits. The system reprioritizes the potential case, placing it in Tier 1. When the case is created the record correctly reflects the number of stays and visits as shown below.

Person Name:	SSN:	Income Year:
BOUCHER, ROLAND A	046-24-3987	2003
IVM Case Number:	Tier:	Total Gross Discrepancy Amount:
2003IVM75762	1	\$1,511,079
Number of Inpatient Visits:	Number of Outpatient Visits:	Total Gross Income:
0	8	\$1,541,276
Details		
Veteran Current Address:	Total Dependents:	Net Worth Threshold:
231 DAVIS ST OAKVILLE, CT 06779-2142	1	\$80,000
Means Test Threshold:		
\$30,197		

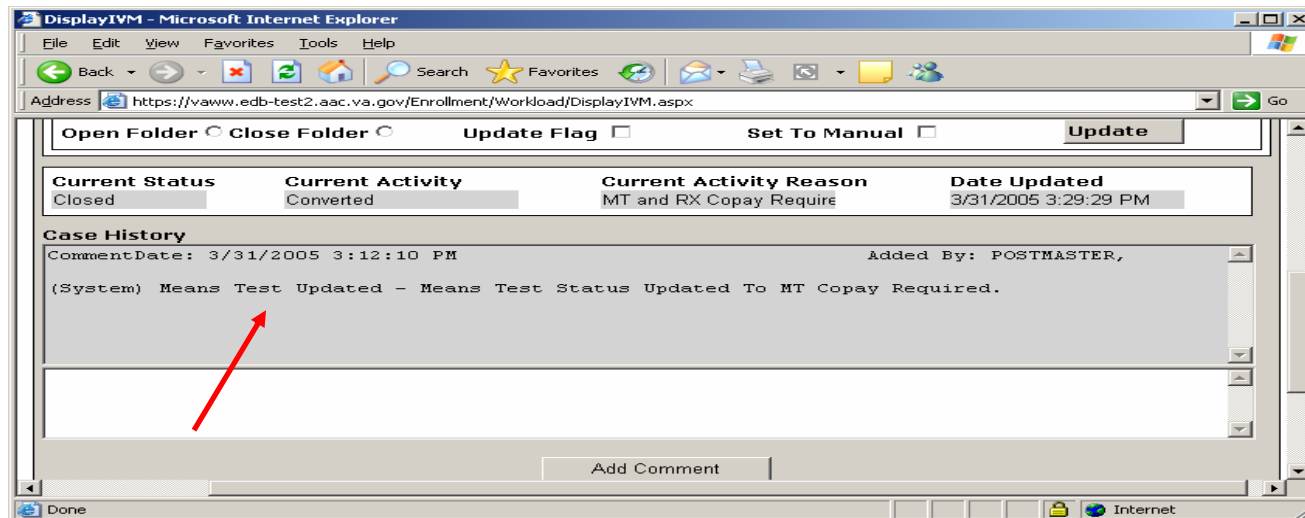
## Means Test (Status) Updates

Currently all workload identified as being potential for income verification match begins with a means test status equal to MT Copay Exempt. The receipt of means test status updates are handled by the system in varying ways depending on the state of the case. The following describes responses for various scenarios.

### Means Test Update

Case Status/Type of MT Update Received	Auto/Manual Process	Update Flag	Case History	Response
Potential/MT Copay Required or GMT Copay Required	N/A	N/A	N/A	Remove from Potential case pool [System]
Potential/MT Copay Exempt	N/A	N/A	N/A	Remains in Potential case pool [System]
Reverse Non-Potential/MT Copay Exempt	N/A	N/A	N/A	Returns to Potential case pool [System]
'Open'/MT Copay Exempt	Both	No	No	No action
'Open'/MT Copay Required or GMT Copay Required	Auto	No	Yes	Generate appropriate final letter based on calculation of FTI income and assets [System]
'Open'/MT Copay Required or GMT Copay Required	Manual	Yes	Yes	LAS review
Closed (not=MT Update)	N/A	No	No	No action
Closed for MT Update (MT or GMT Copay)/MT Copay Exempt	N/A	Yes	Yes	Status set to ReOpened [System]. LAS review

An example of a case in an automated state receiving a Means Test update of status to MT Copay Required is documented in case history below:



## Spouse Income Updates

A social security number must be valid for income data to be collected from external agencies (IRS and SSA).

When a spouse's SSN becomes valid, it is migrated to the EDB/IVM system and the record is updated. During the next collection process for income data the record is sent except when the final collect has passed for the current income year. When spouse income data is returned it is loaded into FTI and linked with the associated veteran and system recalculated.

The receipt of additional income data from a spouse is handled several ways in IVM 2.9 depending on such things as case status, process state, and income recalculation. The following matrix outlines the responses for scenarios when an update of Spouse income is received.

### Spouse Income Update

Case Status	Auto/Manual Process	Update Flag	Case History	Response
Potential	N/A	N/A	N/A	Reprioritized [System]
'Open'	Manual	Yes	Yes	LAS review
'Open'	Auto	No	Yes	Generate appropriate letter based on calculation of total FTI income and assets [System]
Closed-Eligibility Updated-Any	N/A	No	Yes	No action
Closed-Other-Any	N/A	No	Yes	No action
Closed-Converted-MT Copay Required (recalculated total household income > MTT and > GMTT)	N/A	Yes	Yes	LAS review
Closed-Converted-GMT Copay Required (recalculated total household income > MTT and > GMTT)	N/A	Yes	Yes	LAS review
Closed-Converted-MT and RX Copay Required (recalculated total household income > MTT and > GMTT)	N/A	Yes	Yes	LAS review
Closed-Converted-GMT and RX Copay Required (recalculated total household income > MTT and > GMTT)	N/A	Yes	Yes	LAS review
Closed-Converted-GMT Copay Required (recalculated total household income not > MTT and not > GMTT)	N/A	No	Yes	No action
Closed-Converted-MT and RX Copay Required (recalculated total household income not > MTT and not > GMTT)	N/A	No	Yes	No action
Closed-Converted-GMT and RX Copay Required (recalculated total household income not > MTT and not > GMTT)	N/A	No	Yes	No action
Closed-Converted-Rx Copay Required (recalculated total household income > MTT or > GMTT)	N/A	Yes	Yes	LAS review

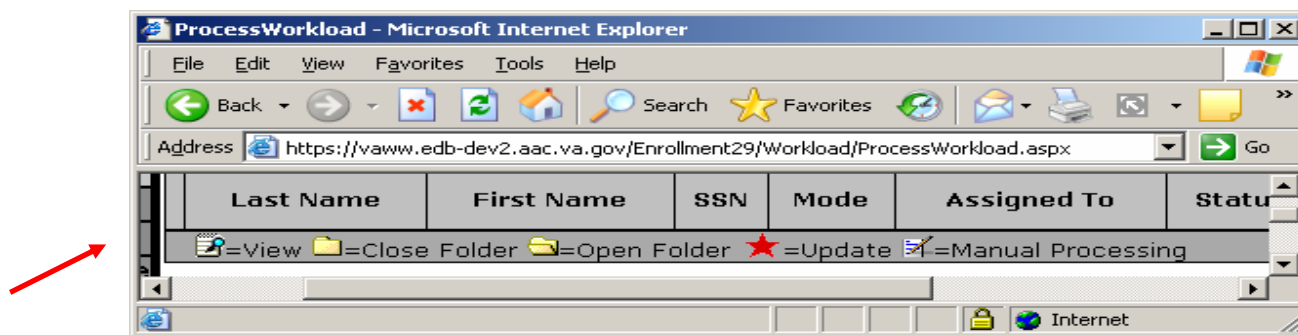
Closed-Converted-Rx Copay Required (recalculated household income not > MTT or not > GMTT)	N/A	No	Yes	No action
Closed-Not Converted-Remains MT Copay Exempt (recalculated household income > MTT or > GMTT)	N/A	Yes	Yes	LAS review
Closed-Not Converted-Remains MT Copay Exempt (recalculated household income not > MTT or not > GMTT)	N/A	No	Yes	No action


## Workload Indicators


Icons attached to workload cases in IVM represent a quick reference for a related concept or a tool to activate an action which often moves the user to another link.


Many icons are displayed in a legend format at the bottom of pages for information.


Workload indicators include icons that identify cases as being in a manual process state, updated with data or information, and those where the LAS has indicated that they have created a manual folder. A summary of icons used in workload and the purpose of each are described in this section.




=View The icon resembling a notebook with a magnifier is available for a LAS to view the details for a specific case selected. The system will open the case record and allow viewing and other actions for the selected case when clicking this icon. One of the locations of this icon is the Process Workload screen and is displayed for all cases listed.

=Open Folder The open folder icon is activated when an LAS indicates through the detail screen of an IVM case that a folder is Open. Opening a physical folder by the LAS is accomplished when documentation has been received for the particular case and the LAS must maintain all related documents for the life of the case being worked. This icon provides information and is displayed on the Process Workload screen for those cases where action was taken to indicate a folder is open for specific cases. The display of this icon is user initiated.

=Close Folder A closed folder icon is used to identify a case where a physical folder for the case was closed out and appropriate disposition taken by the assigned LAS. This icon provides information and is displayed on the Process Workload screen for those cases where action was taken for a specific case through the case detail screen. The display of this icon is user initiated.



=Update The red star icon is used to identify cases where an update in data or information for a case has been received. Cases having the update icon indicate that review and action are required by the assigned LAS. The display of this icon is system generated and may also be user initiated.

=Manual Processing All workload type cases of Manage IVM begins as an automated process by the system. Occasionally a case may require a LAS to intervene in the process requiring the case to be worked manually, removing it from the automatic process. When a case is changed to a manual process, it is indicated with the paper and pencil icon and is either system generated or user initiated through the detail screen for the specific case. Once a case is set to the manual process it remains in that state through the life of the case.

### Viewing Workload Indicators

The workload indicators- folder icon, update icon, and manual icon are set by the system or by the user. The user may switch the folder and update icons on and off.














The first case on the screen below shows it is in an automatic state of processing (no manual icon displayed in the Mode column) with a folder open  and an update flag set . The workload indicators for the last case displayed on the grid inform the user that it is set for a manual processing state with the update flag set.






Process Workload - Microsoft Internet Explorer


Address: <https://vawww.edb-test.aac.va.gov/ENROLLMENT/Workload/ProcessWorkload.aspx>

**Process Workload**

\* Workload Results Based on Search Criteria Used. Use Search To Modify Results.

	Last Name	First Name	SSN	Mode	Assigned To	Status	Date Case Opened	Date Case Closed
  	BARNES	WILLIAM			BURGESS, WANDA	In-Process - Initial Letter Sent	03 Mar 2005	
Manage IVM Case: 2003IVM13982								
	BARRETT	CAROL			ROSS, DANIEL	In-Process - Employer Letter Sent	02 Mar 2005	
Manage IVM Case: 2003IVM13938								
	BATTISTO	MICHAEL			ROBERTS, MICHELLE	In-Process - Employer Letter Sent	02 Mar 2005	
Manage IVM Case: 2003IVM13935								
 	BENDER	JOHN			GRUBENHOFF, SCOTT	In-Process - Initial Letter Sent	16 Apr 2005	
Manage IVM Case: 2003IVM14800								
 	BENTON	GERALD			GRUBENHOFF, SCOTT	In-Process - Initial Letter Sent	16 Apr 2005	
Manage IVM Case: 2003IVM14776								


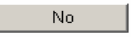
=View =Close Folder =Open Folder =Update =Manual Processing 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 ...

From the Process Workload page select a case to view by placing the cursor over the View  icon and click. Before any action or information may be viewed, the user must accept the terms on the warning screen regarding viewing federal tax information. Click on the Yes button if accepting the terms of the warning.

Warning

THE OPTION YOU HAVE CHOSEN ENABLES YOU TO VIEW FEDERAL TAX INFORMATION. UNDER THE PROVISIONS OF SECTION 7213(A) OF THE IRC, UNAUTHORIZED DISCLOSURE OF FEDERAL RETURNS OR RETURNS INFORMATION IS A CRIME THAT MAY BE PUNISHABLE BY A \$5,000 FINE, FIVE YEARS' IMPRISONMENT, OR BOTH, AND THE COSTS OF PROSECUTION. UPON CONVICTION, THE EMPLOYEE WILL ALSO BE TERMINATED FROM EMPLOYMENT. UNDER THE PROVISIONS OF SECTION 7213A OF THE IRC (TAXPAYER BROWSING PROTECTION ACT OF 1997), UNAUTHORIZED INSPECTION OF TAX RETURNS OR RETURN INFORMATION IS A CRIMINAL MISDEMEANOR PUNISHABLE BY A FINE UP TO \$1,000 AND/OR IMPRISONMENT UP TO ONE YEAR. UPON CONVICTION AN EMPLOYEE WILL ALSO BE TERMINATED FROM EMPLOYMENT. UNDER THE PROVISIONS OF SECTION 7431 OF THE IRC, A TAXPAYER MAY BRING SUIT FOR CIVIL DAMAGES IN A UNITED STATES DISTRICT COURT FOR UNAUTHORIZED DISCLOSURE OF RETURNS AND RETURN INFORMATION. THIS SECTION ALLOWS FOR \$1,000 FOR EACH ACT OF UNAUTHORIZED DISCLOSURE OR THE ACTUAL DAMAGES SUSTAINED PLUS POSSIBLE PUNITIVE DAMAGES. ALSO, THE PLAINTIFF RECEIVES THE COST OF THE ACTION. BY ACCESSING THIS OPTION, YOU AGREE THAT YOU HAVE READ, AND UNDERSTAND THE PENALTIES FOR DISCLOSURE OF FEDERAL TAX INFORMATION.

Do you accept these terms?

The case detail page displays on the screen. Note that the radio button for the Open Folder is set and the Update Flag is checked.

## Setting Workload Indicators

The Open Folder and Close Folder radio buttons are user initiated only. These indicators are intended to provide the user with reference information when they have a manual paper file on their desk for the case and the state of the folder. The user may switch from Open to Close as needed.

A system generated setting of the Update Flag serves as notification to the LAS assigned to the case that some immediate action or review is necessary. Once appropriate action has been taken the update flag is switched off by the user through the Detail screen. The LAS may switch the update flag off and on as needed at any time.

When the Set to Manual box is checked the state of the case goes to the manual process. This action may not be changed and the case remains manual through closure.

The screen below provides an example of setting the folder to a Closed state by clicking on the Close Folder radio button, removing the Update Flag by clicking on the box to remove the check mark and clicking on the Update button.



**REMEMBER:** The Update  button must be clicked for changes to take effect

DisplayIVM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Print Mail

Address <https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx> Go

### Income Verification Match

Intake
Communications
Financial
FTI

Detail
Status History
Assignment History

<b>Last Name</b> BARNHART	<b>First Name</b> ROBERT	<b>Middle Name</b> M	<b>SSN</b> 	<b>Pseudo SSN</b> 
------------------------------	-----------------------------	-------------------------	----------------	-----------------------

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM74210	<b>Date Case Opened</b> 1/31/2005 1:50:29 PM
<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM74210
<b>Income Year</b> 2003	<b>Assignment</b> PHIFER, GARY

☐ Open Folder
☒ Close Folder
☐ Update Flag
☐ Set To Manual

<b>Current Status</b> New	<b>Current Activity</b> 	<b>Current Activity Reason</b> 	<b>Date Updated</b> 1/31/2005 1:50:29 PM
------------------------------	-----------------------------	------------------------------------	---

Done Internet

## Changes to Workload Indicators

Actions to update workload indicators are documented by the system inserting a text comment in the Case History section. The comment includes the date, time, action, and user name that updates the indicator(s).

This screen shows a comment added to Case History by the system when the user checks the Open Folder radio button and clicks on Update.

DisplayIVM - Microsoft Internet Explorer

Address: <https://vawww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

IVM: 2003IVM13982      BURGESS, WANDA

Income Year: 2003

Open Folder ☒ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

Current Status	Current Activity	Current Activity Reason	Date Updated
In-Process	Initial Letter Sent		3/9/2005 10:40:14 AM

**Case History**

CommentDate: 4/22/2005 1:47:43 PM      Added By: RICHARDSON, CINDY

Open Folder CheckBox Checked

**Add Comment**

## Search Workload

When initially selecting the Workload tab following log on to the application, the Process Workload screen is displayed, defaulting to the Search tab and fields for selection. Search provides the ability to reduce the number of records displayed to the user at a given time. A user must enter search criteria to retrieve one or many records. Enter one or several search criteria items and click on the Search button. New with IVM 2.9 are the Folder Status, Mode, and Flagged/Unflagged selections. Note: The status of a case will be 'New' until the Initial Veteran Letter is printed.

When an LAS is searching for a case that is assigned to another LAS they must check the box for Search All Cases and enter the veteran SSN or Case Number and select a Status

Entering a date in the From Received Date, selecting all Status', the workload name of Manage IVM Case will be highlighted, and With Flag from the Flagged/Unflagged field was entered for the screen below.

## Sort Workload

The sort option allows the user to sort the results of a search by single criteria. Using the search example above, the user may choose to sort by Date Case Opened by clicking on corresponding radio button and then clicking on the Sort button. Functionality has been added to Sort to include the choices for sorting by Folder Status, By Mode, and By Update Flag. The user may also select to have the sort order displayed in ascending or descending order an additional feature with IVM 2.9.

The user may set a default for sort criteria which when done will be used for all future searches performed. The sort criteria may be changed at any time without changing the default.

This screen displays a selection of Date Case Opened in Ascending Order for the search that was performed for the example above.

	Last Name	First Name	SSN	Mode	Assigned To	Status	Date Case Opened	Date Case Closed
★	MILTON	JASPER			CHAMBERS, JACKIE	In-Process - Initial Letter Sent	04 Apr 2005	
Manage IVM Case: 2002IVM75854								
★	PEGUES	JAMES			MECCARIELLI, ROBERT	Closed - Converted MT and RX Copay Required	05 Apr 2005	05 Apr 2005
Manage IVM Case: 2003IVM75856								
★	PERKOWSKI	STANLEY			CHAMBERS, JACKIE	ReOpened	11 Apr 2005	
Manage IVM Case: 2003IVM75891								
★	MARSHALL	ROBERT			TIDWELL, DAVID	In-Process - Initial Letter Sent	12 Apr 2005	
Manage IVM Case: 2003IVM75910								
★	KOPP	WALTER			UPSHAW, BERNITA	In-Process - Initial Letter Sent	12 Apr 2005	
Manage IVM Case: 2003IVM75948								

View Close Folder Open Folder ★=Update =Manual Processing 1 2

**Search Assign Update Sort**

☐ By Last Name, First Name ☐ By Date Case Opened  
☐ By SSN ☐ By Status  
☐ By Workload Type ☐ By Assigned To  
☐ By Folder Status ☐ By Mode  
☐ By Update Flag

**Sort Order**  
☒ Ascending  
☐ Descending

Sort Save As Default

## Case Detail

The display of case detail, status history, and assignment history is available in a new format with IVM 2.9. The user may view each of these areas by clicking on associated tabs.

### Detail Tab

Once a user has selected a case for viewing and accepted the terms for viewing federal tax information screen displays the detail of the case. The detail page is where the workload indicators are turned on and off and where case history comments are displayed and may be added.

DisplayIVM - Microsoft Internet Explorer

Address: <https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx>

**Detail** | Status History | Assignment History

Last Name: BOUCHER | First Name: ROLAND | Middle Name: A | SSN: | Pseudo SSN: |

WorkLoad Name: Manage IVM Case: 2003IVM75762 | Date Case Opened: 3/31/2005 9:30:21 AM  
Workload Type: IVM | Case Number: 2003IVM75762 | Assignment: MECCARIELLI, ROBERT  
Income Year: 2003

Open Folder ☐ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

Current Status: Closed | Current Activity: Converted | Current Activity Reason: MT and RX Copay Require | Date Updated: 3/31/2005 1:53:08 PM

Case History

Add Comment

### Status History Tab

Clicking on the Status History tab will display a historical listing of the workload status, activity, and reason for the selected case as well as the name of the person and date and time the updates were accomplished.

DisplayIVM - Microsoft Internet Explorer

Address: <https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx>

Detail | **Status History** | Assignment History

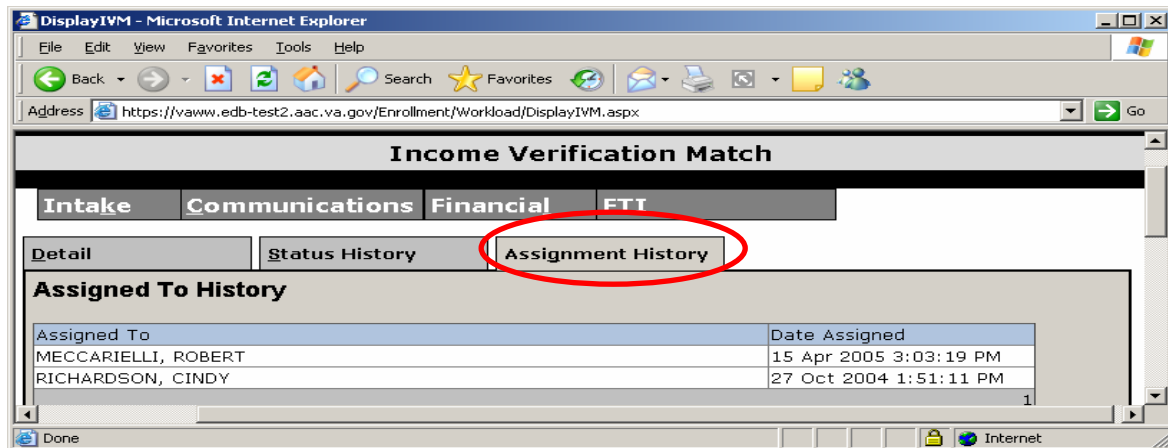
**Status History**

Status	Activity		Updated By	Date Updated
Closed	Converted	MT and RX Copay Required	MECCARIELLI, ROBERT	31 Mar 2005 1:53:08 PM
In-Process	Employer Letter Sent		MECCARIELLI, ROBERT	31 Mar 2005 12:28:31 PM
In-Process	Financial Institution Letter Sent		MECCARIELLI, ROBERT	31 Mar 2005 12:28:22 PM
In-Process	Non-Response Letter Sent		MECCARIELLI, ROBERT	31 Mar 2005 12:28:15 PM

1 2

## Assignment History Tab

The Assignment History screen lists the users that have been assigned to the case.

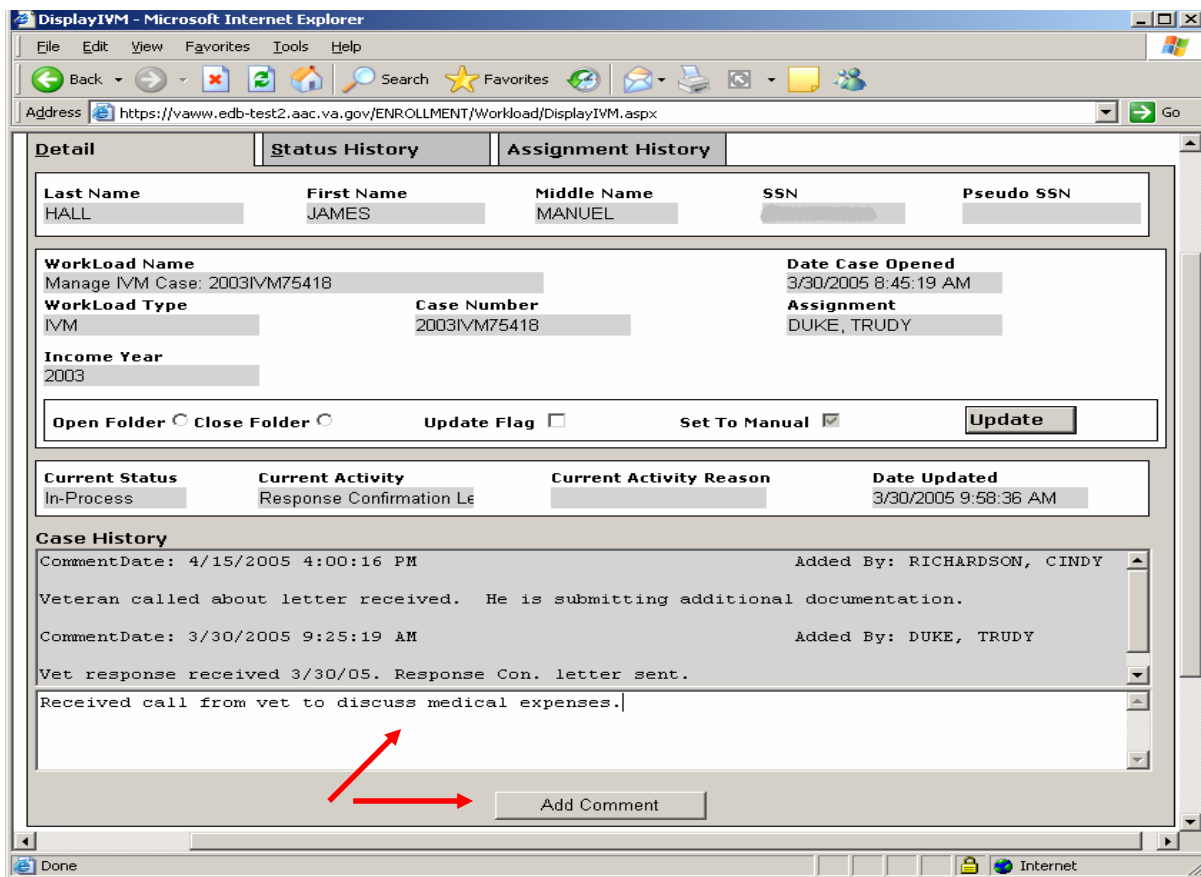


## Case History Updates

Case History is the location for text comments specific the case. This area allows the entry of comments and viewing of historical comments. Once a comment is added, it may not be edited. Comments may be entered in case history by the system or the user. Case History is located in the lower portion of the Detail screen.

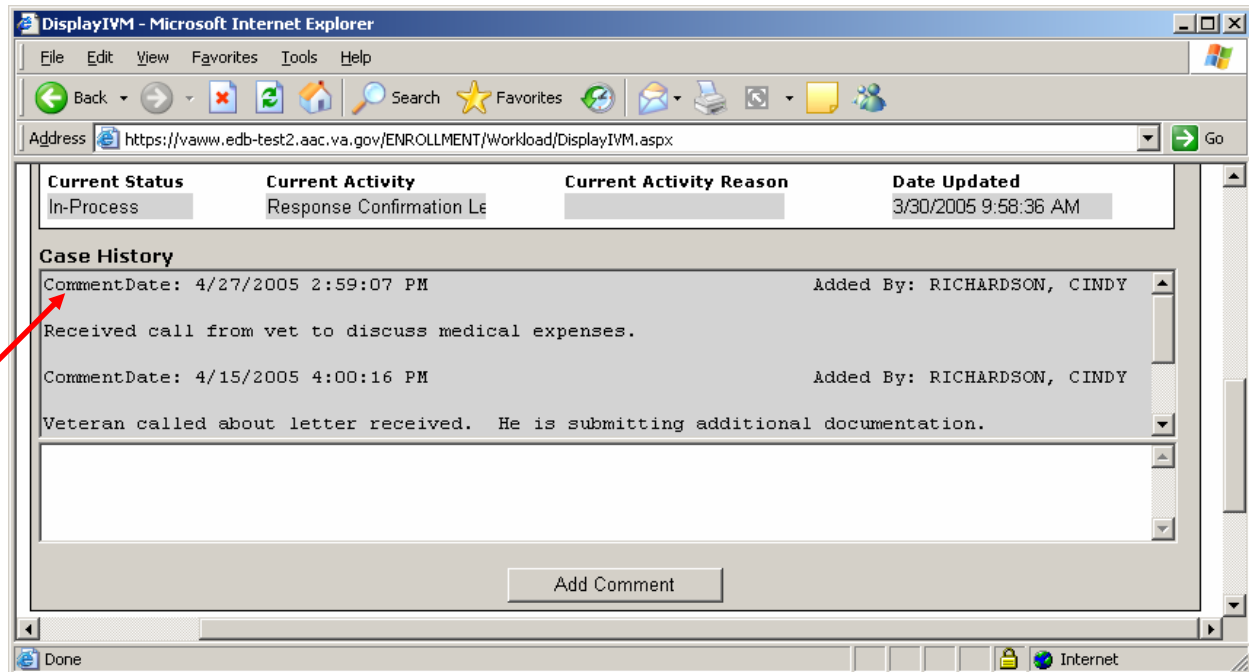
### User Entered Comments

Type comment text in the white box located at the bottom of the Detail screen and click Add Comment.





Once the comment is successfully added it is displayed in the upper portion of the section and the date, time and user name that added the comment is included.



## System Entered Comments

Case history is updated by the system for many scenarios. Comments added by the system include the date and time of the update, Postmaster or automated print, and specific reason text.

System generated updates to case history are accomplished when:

- An open case receives and eligibility update
- Reversal of a Primary eligibility received previously and no other valid eligibilities exist
- Reversal of all valid eligibilities
- A date of death received for an open case
- An update received to reverse a previous update for a date of death for a closed case (Lazarus)
- An open case receives an update for a means test status change other than an update equal to MT Copay Exempt
- A case previously closed due to a means test status change receiving an update to set the status to MT Copay exempt
- Any open or closed case having received Income data for the spouse of a veteran
- Action is taken by a user set the folder icon to Open or Closed
- The update flag is set or removed by the user
- Case processing state is set to Manual
- Letter print failures
- Remail process of a letter is successfully completed

Several examples of these situations are shown below.

An update for an eligibility awarded for Purple Heart results in comments to case history as shown. Note that the case is closed with the appropriate activity and reason.

The screenshot shows the 'DisplayIVM' web application in Microsoft Internet Explorer. The address bar displays 'https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx'. The page contains several sections:

- WorkLoad Name:** Manage IVM Case: 2003IVM75230
- WorkLoad Type:** IVM
- Case Number:** 2003IVM75230
- Date Case Opened:** 3/29/2005 10:15:49 AM
- Assignment:** CHAMBERS, JACKIE
- Income Year:** 2003

Below these fields are buttons: 'Open Folder', 'Close Folder', 'Update Flag', 'Set To Manual', and 'Update'.

The **Current Status** is 'Closed'. The **Current Activity** is 'Eligibility Updated' and the **Current Activity Reason** is 'Purple Heart'. The **Date Updated** is '3/30/2005 9:37:56 AM'. A red double-headed arrow points from 'Eligibility Updated' to 'Purple Heart'.

The **Case History** section shows a comment dated '3/30/2005 9:37:56 AM' added by 'POSTMASTER,' with the text '(System) Eligibility Updated - Purple Heart Recipient'.

At the bottom is an 'Add Comment' button.

This case was closed for an eligibility update received for service connection.

The screenshot shows the 'DisplayIVM' web application in Microsoft Internet Explorer. The address bar displays 'https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx'. The page contains several sections:

- Open Folder**, **Close Folder**, **Update Flag**, **Set To Manual**, and **Update** buttons.
- Current Status:** Closed
- Current Activity:** Eligibility Updated
- Current Activity Reason:** Service-Connected
- Date Updated:** 3/31/2005 10:18:15 AM

A red arrow points from 'Eligibility Updated' to 'Service-Connected'.

The **Case History** section shows a comment dated '3/31/2005 10:18:15 AM' added by 'POSTMASTER,' with the text '(System) Eligibility Updated - Service Connection Less Than 50%'.

At the bottom is an 'Add Comment' button.

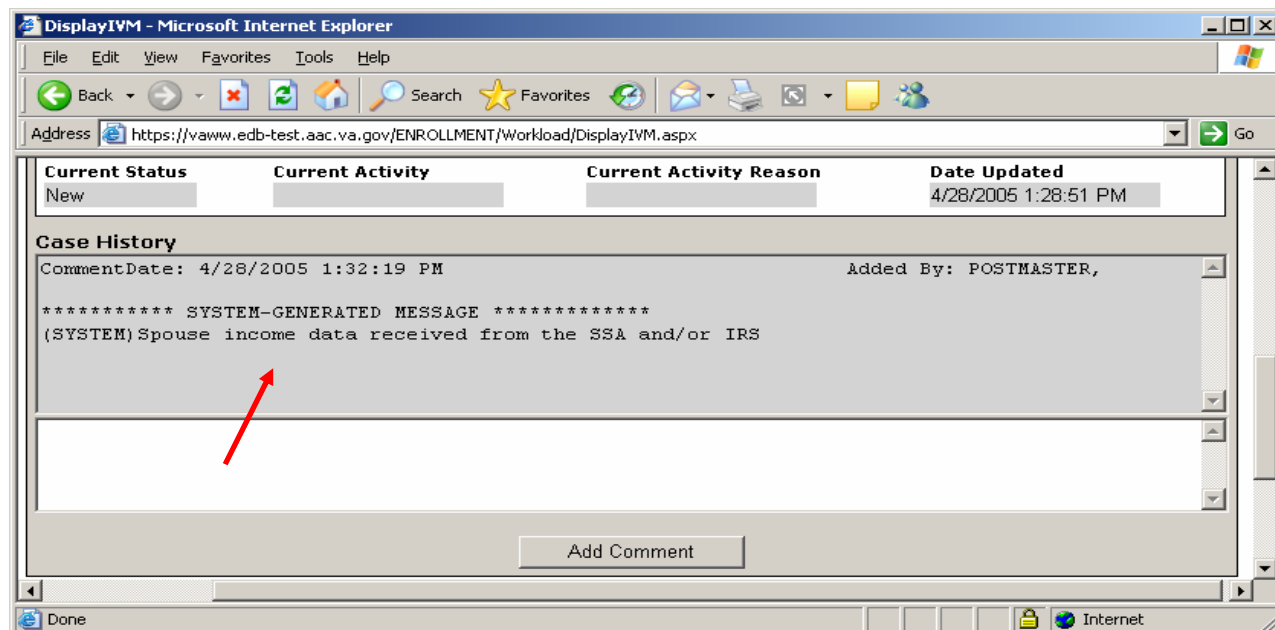
The screen displayed below shows an example where a case received a Date of Death update on 3/30/2005 and then a reversal of that update on 3/31/05, setting the case status to ReOpened.

The screenshot shows the 'DisplayIVM' web application in a Microsoft Internet Explorer browser. The address bar displays 'https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx'. The interface includes a top navigation bar with 'Open Folder', 'Close Folder', 'Update Flag' (checked), 'Set To Manual' (checked), and an 'Update' button. Below this is a summary section with fields for 'Current Status' (ReOpened), 'Current Activity', 'Current Activity Reason', and 'Date Updated' (3/31/2005 12:19:02 PM). A red arrow points from the 'ReOpened' status to the 'Reversed' entry in the 'Case History' section. The 'Case History' section contains two entries: one dated 3/31/2005 12:19:02 PM with the text '(System) Date Of Death Updated - Date Of Death Update Reversed.' and another dated 3/30/2005 9:38:51 AM with the text '(System) Date Of Death Updated - Apr 01, 2004'. Both entries were added by 'POSTMASTER,'. An 'Add Comment' button is located at the bottom of the case history section.

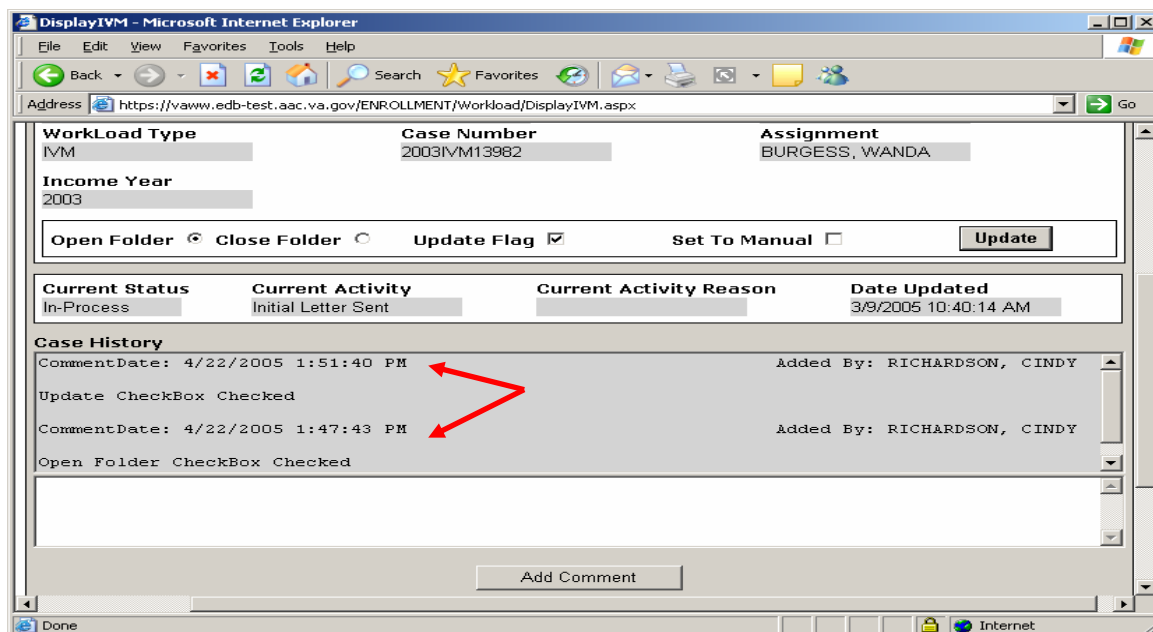
This screen is an example of an update where the means test status was changed to GMT Copay Required and when received the system inserted text to case history. The application then closed the case, converting it with the reason of MT and RX Copay Required based on the recalculation of FTI income.

The screenshot shows the 'DisplayIVM' web application in a Microsoft Internet Explorer browser. The address bar displays 'https://vawww.edb-test2.aac.va.gov/Enrollment/Workload/DisplayIVM.aspx'. The interface includes a top navigation bar with 'Open Folder', 'Close Folder', 'Update Flag' (unchecked), 'Set To Manual' (unchecked), and an 'Update' button. Below this is a summary section with fields for 'WorkLoad Type' (IVM), 'Case Number' (2003IVM74597), 'Assignment' (MECCARIELLI, ROBERT), 'Income Year' (2003), 'Current Status' (Closed), 'Current Activity' (Converted), 'Current Activity Reason' (MT and RX Copay Require), and 'Date Updated' (3/31/2005 3:28:54 PM). A red arrow points from the 'Converted' activity to the 'MT and RX Copay Require' reason. The 'Case History' section contains one entry dated 3/31/2005 3:17:53 PM with the text '(System) Means Test Updated - Means Test Status Updated To GMT Copay Required.' and was added by 'POSTMASTER,'. An 'Add Comment' button is located at the bottom of the case history section.

Spouse income data was received for this case and the Case History section reflects the update.



A user has taken action to open a folder, and set the update flag for the case displayed below. The comments added by the system include the date and time and user that took the action to the case.



The Initial Veteran Letter did not print because of an invalid address, and the case was set to a manual process state.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM14776	<b>Assignment</b> GRUBENHOFF, SCOTT	
<b>Income Year</b> 2003			
<input type="radio"/> Open Folder <input type="radio"/> Close Folder <input checked="" type="checkbox"/> Update Flag <input checked="" type="checkbox"/> Set To Manual <input type="button" value="Update"/>			
<b>Current Status</b> In-Process	<b>Current Activity</b> Initial Letter Sent	<b>Current Activity Reason</b> 	<b>Date Updated</b> 4/21/2005 1:13:51 PM
<b>Case History</b>			
CommentDate: 4/21/2005 1:14:45 PM Added By: AUTOMATED, PRINT			
***** SYSTEM-GENERATED MESSAGE ***** Letter production failed for Initial Veteran Letter (742-200): All letters for GERALD BENTON were suppressed due to invalid address. Setting case 2003IVM14776 to MANUAL/FLAGGED			
<input type="button" value="Add Comment"/>			

Financial Institution letters for unearned income received from the Social Security Administration or Employer Letters for earned income from an employer identified as 'Self-Employed' are suppressed. In these situations the system inserts text comments in Case History. See the Letter Processing section of this document for further information on letter generation.

The case history here shows comments inserted to inform the user that an employer letter was not generated because of Self Employed income.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM14824	<b>Date Case Opened</b> 4/21/2005 7:06:47 AM		
<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM14824	<b>Assignment</b> GRUBENHOFF, SCOTT	
<b>Income Year</b> 2003			
<input type="radio"/> Open Folder <input type="radio"/> Close Folder <input type="checkbox"/> Update Flag <input type="checkbox"/> Set To Manual <input type="button" value="Update"/>			
<b>Current Status</b> In-Process	<b>Current Activity</b> Employer Letter Sent	<b>Current Activity Reason</b> 	<b>Date Updated</b> 4/25/2005 12:58:23 PM
<b>Case History</b>			
CommentDate: 4/25/2005 12:58:25 PM Added By: AUTOMATED, PRINT			
***** SYSTEM-GENERATED MESSAGE ***** Veteran Employer letter to 499427926 Employer 2 Line 1 was not created because income amounts were marked as resulting from <u>self-employment</u> .			
<input type="button" value="Add Comment"/>			

When all income reported is identified as being for Self-Employed, an additional message is inserted to Case History that indicates that no Employer letters printed. Using the case above, the user moves the scroll bar up (located on Case History) to view the message.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM14824	<b>Date Case Opened</b> 4/21/2005 7:06:47 AM
<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM14824
<b>Income Year</b> 2003	<b>Assignment</b> GRUBENHOFF, SCOTT

Open Folder ☐ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

<b>Current Status</b> In-Process	<b>Current Activity</b> Employer Letter Sent	<b>Current Activity Reason</b>	<b>Date Updated</b> 4/25/2005 12:58:23 PM
-------------------------------------	---	--------------------------------	--

**Case History**

CommentDate: 4/25/2005 12:58:25 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Letter production failed for Employer Letter (742-300):  
 No Files generated because of insufficient data supplied.  
 No changes were made to case status.

Add Comment

Case History is updated by the system when the user selects to Remail a letter from the communications page. The case remains in the automatic processing state.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>IVM</b> 2003IVM14013	<b>GREEN, LISA</b>
<b>Income Year</b> 2003	

Open Folder ☒ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

<b>Current Status</b> In-Process	<b>Current Activity</b> Initial Letter Sent	<b>Current Activity Reason</b>	<b>Date Updated</b> 4/22/2005 3:24:18 PM
-------------------------------------	--	--------------------------------	---

**Case History**

CommentDate: 4/22/2005 3:24:28 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Initial Veteran Letter (742-200) remailed at: 4/22/2005 3:24:27 PM

Add Comment

## Letter Processing

Letters for IVM cases are system generated from the start of case creation through the closure for cases that are in an automatic processing state. The auto generation of letters stops when a case is set to a manual state of processing by either the system or the assigned LAS.

Included in the functionality changes for IVM 2.9 are changes to the Letters Log screen. The screen is broken down into three sections; Letters Scheduled For Printing, Communications Sent, and Send IVM Manual Communications. An automatic case does not allow the user to select letters for creation and therefore the Send IVM Manual Communications screen is not available.

### Letters Log Page

Letters Log page for an automatic case where the initial letters for the veteran and spouse have been sent and the Non-Response Letter is scheduled to print next.

Letters Log

SIMONDS, HARLEY H

SSN

DOB: 01/03/1927

**Workload** **Intake** **Financial** **FTI**

**Letters Scheduled For Printing**

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Non-Response Letter (742-410)	MAIL	Financial and Employer letters if needed	4/22/2005 11:50:13 AM	Cannot delete when case is automatic

☐ Preview/Print at desktop

☒ Print to centralized printer

**Communications Sent**

Communication Sent	Date	Status
Initial Letter - Spouse	4/23/2005 11:50:08 AM	Sent to HEC printer
Initial Veteran Letter	4/23/2005 11:49:53 AM	Sent to HEC printer

1

= View = Remail = Print History

**Letters Scheduled For Printing** – Letters that are requested to be created and sent to the centralized printer are displayed in this section.

- **Letter Type:** This field is populated with the Letter Name and identifier for the letter that is currently in the queue for printing. The Non-Response Letter is queued in the above example.
- **Request Type:** There are three request types.
  - **MAIL** = An initial request for a letter. The initial request for the Non-Response Letter is shown above as the type of Mail.
  - **HISTORICAL** = A Print History request of a letter previously created for a manually processed case. This letter is a copy of the original letter created with the original letter date and a watermark indicating that the letter is a copy. Historical copies of letters for cases in the automatic process may be printed to the desktop only.

- **REMAIL** = A request for a remail of a letter previously created. This letter contains the date of the remail request, and the clock and is stopped and reset for 30 days for automatic cases.
- **Chaining?:** This field is populated with any additional letters that may be created along with the letter indicated in the Letter Type field for cases in the automatic processing mode. An Initial Veteran Letter will have the Chaining field populated with Spouse letter if needed. The Non-Response Letter shown above displays Chaining for the Financial and Employer letters if needed. Letters indicated in Chaining are those that may potentially print. The LetterCreator checks and determines if chained letters such as Spouse are to be generated. If there is no Spouse, or the Spouse has no income in FTI the Spouse letter will not be printed. The chaining field will not be populated for manually processed cases.
- **Scheduled Printing:** The date and time that the letter is due to be printed.
- **Remove from Queue:** Letters in the queue may not be removed when the case is in an automatic processing state. This is described in the Manual Letter Processing section.

The user may choose to send a letter to the central printer in the mailroom or to their local printer connected to their desktop PC. These choices are made for actions to letters from the Communications Sent screen or the selection of letters from the Send IVM Manual Communications screen.

- **Preview/Print at desktop:** A user may choose to preview and print a letter to their local printer. This action may be taken for letters displayed in the Communications Sent or Send IVM Manual Communications screens. When this radio button is selected, the letter is converted to an Adobe .pdf file and displayed on the screen. The user may then print it by clicking on the printer icon or by selecting Print from the File menu in the upper right corner of the screen. Letters selected where the Preview/Print at desktop radio button is active will not be sent to the central printer.

Automatic process cases display letters previously sent. The Preview/Print at desktop button must be selected when using the Print History icon of a letter previously printed. The Remail option may be used to create a remail of a letter and print at the desktop or the centralized printer.

Any form of a letter, Print History, Remail, Mail (manual cases), requested with the Preview/Print at desktop button activated may not be sent to the central printer after displaying (preview) the letter on the screen. The letter must be printed to the local/slaved printer for the desktop of the user.

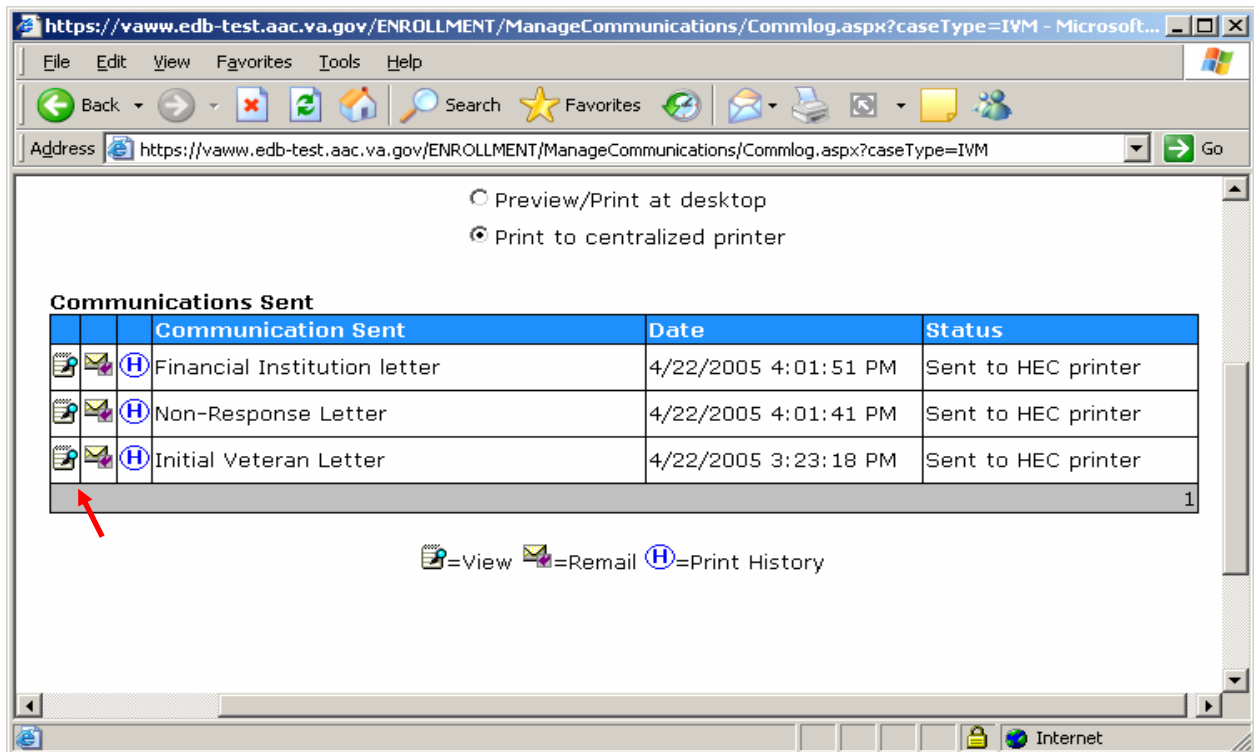
- **Print to centralized printer:** This is the default for the printing of all letters. The centralized printer is located in the HEC mailroom.

**Communications Sent** – Listing of letters that have been sent for printing with the date and time and the status are populated in this section.



= View      The icon resembling a notebook with a magnifier is available for a user to view the Letters Log Detail of a selected letter.





#### Letters Log Detail for the Initial Veteran Letter

NOEL, CLARENCE SR SSN: DOB: 01/10/1933

**Initial Veteran Letter**

Date	Status
4/22/2005 3:23:18 PM	Sent to HEC printer

=View

Code 1 Reject Reason  
 AAC Error File Reason  
 HEC Reject Reasons  
 Remail Ind ☐

Form Number: 742-200 Case Number: 2003IVM14831

Last Name: NOEL First Name: CLARENCE Middle Name: Suffix:  
 SSN: Sex: Date of Birth: Title: MR.

Address  
 Street Address 1: 2291 HWY 6 EAST

= Remail The envelope icon with the arrow represents the action for the remail of a letter previously sent. The letter selected for remail is placed in the Letters Scheduled For Printing for immediate printing with a request type of REMAIL. The remailed letter is queued for immediate printing using the current date and any follow-up letters are set for 30 days into the future. Submitting

a letter for remail to the queue removes any letter that may be in the queue prior to the remail action. Comments are added to Case History for a remail.

Letters Log **before** the remail action. The Final Letter is scheduled to print as a request type of MAIL.

Letters Log

NOEL, CLARENCE SR SSN: DOB: 01/10/1933

Workload Intake Financial FTI

Letters Scheduled For Printing

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Final Letter -actual type to be determined at printing	MAIL	None	4/21/2005 4:01:53 PM	Cannot delete when case is automatic

☐ Preview/Print at desktop  
☒ Print to centralized printer

Communications Sent

Communication Sent	Date	Status
Financial Institution letter	4/22/2005 4:01:51 PM	Sent to HEC printer
Non-Response Letter	4/22/2005 4:01:41 PM	Sent to HEC printer
Initial Veteran Letter	4/22/2005 3:23:18 PM	Sent to HEC printer

=View =Remail =Print History

Letters Log **after** selecting the remail of the Initial Veteran Letter. The Final Letter has been removed from the queue and replaced with the selected letter for remail and the request type is REMAIL.

Letters Log

NOEL, CLARENCE SR SSN: DOB: 01/10/1933

Workload Intake Financial FTI

Letters Scheduled For Printing

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Initial Veteran Letter (742-200)	REMAIL	None	5/3/2005 9:46:08 AM	Cannot delete when case is automatic

☐ Preview/Print at desktop  
☒ Print to centralized printer


Communications Sent

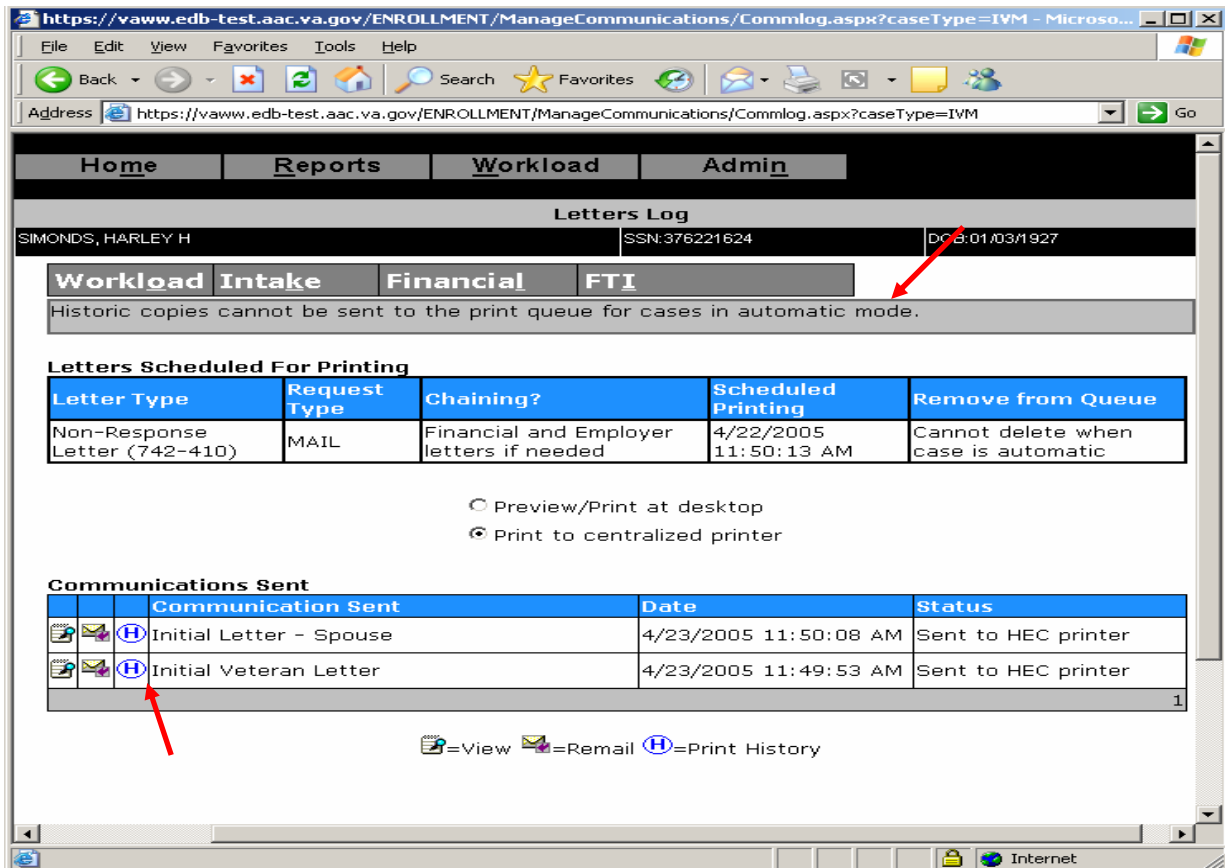
Communication Sent	Date	Status
Financial Institution letter	4/22/2005 4:01:51 PM	Sent to HEC printer
Non-Response Letter	4/22/2005 4:01:41 PM	Sent to HEC printer
Initial Veteran Letter	4/22/2005 3:23:18 PM	Sent to HEC printer

=View =Remail =Print History

= Print History The circled H icon allows for the viewing and printing of letters that were previously printed. The Preview/Print at desktop radio button must be selected before requesting a

Print History for a letter when the case is in the automatic processing state. Manual cases may have a historical (Print History) copy of the letter scheduled in the queue for printing to the centralized printer or printed to the local desktop printer.







When clicking on  for the Initial Veteran Letter from the Communications Sent box for an automatic case an information message appears notifying the user that it may not be scheduled to print to the centralized printer.






The screenshot shows a web browser window with the URL <https://vawww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM>. The interface includes a navigation bar with links: Home, Reports, Workload, and Admin. Below this is a 'Letters Log' section for case 'SIMONDS, HARLEY H' with SSN 376221624 and DOB 01/03/1927. There are tabs for Workload, Intake, Financial, and FTI. A message states: 'Historic copies cannot be sent to the print queue for cases in automatic mode.' Below this is a 'Letters Scheduled For Printing' table:

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Non-Response Letter (742-410)	MAIL	Financial and Employer letters if needed	4/22/2005 11:50:13 AM	Cannot delete when case is automatic

Below the table are two radio buttons: 'Preview/Print at desktop' (unselected) and 'Print to centralized printer' (selected). The 'Communications Sent' section contains a table:

	Communication Sent	Date	Status
	  Initial Letter - Spouse	4/23/2005 11:50:08 AM	Sent to HEC printer
	  Initial Veteran Letter	4/23/2005 11:49:53 AM	Sent to HEC printer

At the bottom, a legend indicates: =View, =Remail, =Print History.



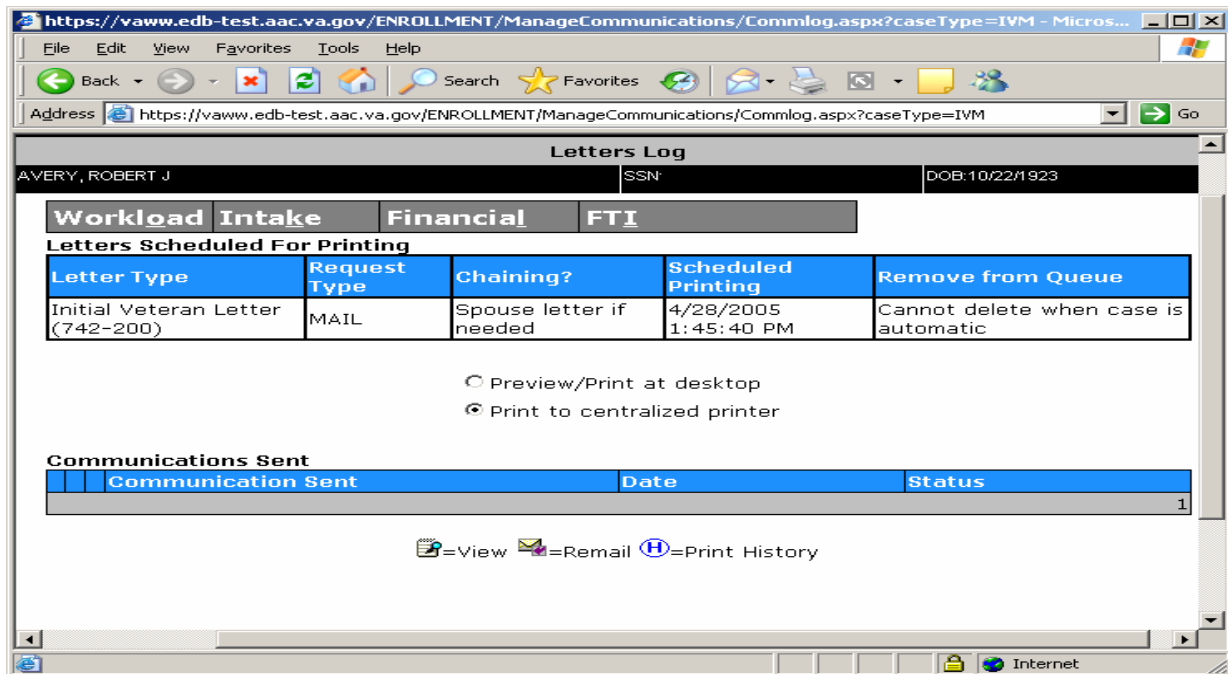
**REMEMBER:** Send IVM Manual Communications screen is not available for automatic cases

### Automated Letter Processing

Letters are auto generated appropriately by the system in conjunction with specified timeframes for all cases that remain in an automatic processing state as follows:

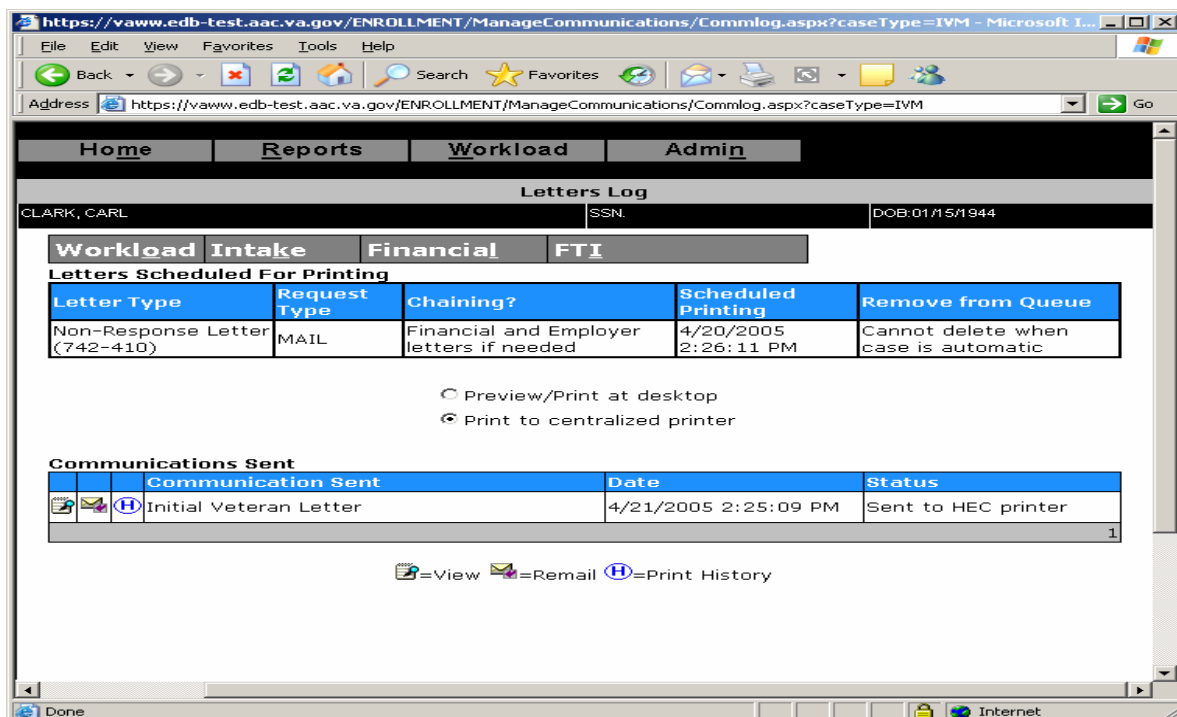
**Day 0** – Case is created, case status is New. Initial Veteran Letter (and Spouse letter if needed) is created and placed in queue and seen in the Letters Scheduled For Printing section of the Letters Log.

Letters Scheduled For Printing box contains the Initial Veteran Letter in the queue.



Once the letter has printed, the case status is updated to In Process - Initial Letter Sent and the information for the Initial Letter moves to the Communications Sent screen.

The next letter (Non-Response Letter) needed for the processing of an automated case is seen in the Letters Scheduled For Printing section at the top of the page.



**Day 31** – The system pulls the Non-Response letter and all Employer and Financial Letters (if needed) from the queue and creates and prints them. The Communications Sent screen is updated. The case status is updated to In Process – and the appropriate activity. Examples are In Process – Non-Response Letter Sent; In Process – Employer Letter Sent; In Process – Financial Institution Letter Sent. The Letters Scheduled For Printing section is now updated with the Letter Type of ‘Final Letter – actual type to be determined at printing’.

Automatic case where the Initial Veteran Letter, Non-Response Letter, Financial Institution Letter, and Employer Letter have been sent. Final Letter in queue for future printing.

**Letters Log**  
BARRETT, CAROL LYNN SSN: DOB: 01/05/1945

Workload Intake Financial FTI

**Letters Scheduled For Printing**

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Final Letter -actual type to be determined at printing	MAIL	None	3/8/2005 10:56:50 AM	Cannot delete when case is automatic

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

Communication Sent	Date	Status
Employer Letter	3/9/2005 10:57:02 AM	Sent to HEC printer
Financial Institution letter	3/9/2005 10:56:52 AM	Sent to HEC printer
Non-Response Letter	3/9/2005 10:56:41 AM	Sent to HEC printer
Initial Veteran Letter	3/3/2005 1:51:36 PM	Sent to HEC printer

=View =Remail =Print History

**Day 61** – The system creates the appropriate final letter based on calculations of income. One of four letter types is chosen for automatic cases.

- Veteran Final MT Letter: Created when (FTI income + FTI assets) > MTT and > GMTT
- Veteran Final GMT Letter: Created when (FTI income + FTI assets) > MTT and < GMTT
- Veteran Final MT/RX Letter: Created when (FTI income + FTI assets) > MTT and > GMTT and FTI income (alone) > Pension
- Veteran Final GMT/RX Letter: Created when (FTI income + FTI assets) > MTT and < GMTT and FTI income (alone) > Pension

This screen displays an automatic case that was closed by the system using the Veteran Final MT/RX Letter and there no additional letters scheduled for printing.

**Letters Log**  
OKEEFE, DONALD SSN: DOB: 11/23/1951

Workload Intake Financial FTI

**Letters Scheduled For Printing**

(No Letters Queued)	Cannot delete when case is automatic
---------------------	--------------------------------------

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

Communication Sent	Date	Status
Veteran Final MT/RX Letter	3/25/2005 11:06:00 AM	Sent to HEC printer
Employer Letter	3/25/2005 11:01:18 AM	Sent to HEC printer
Financial Institution letter	3/25/2005 11:01:14 AM	Sent to HEC printer
Non-Response Letter	3/25/2005 11:00:25 AM	Sent to HEC printer
Initial Veteran Letter	3/25/2005 10:56:31 AM	Sent to HEC printer

=View =Remail =Print History

## Manual Letter Processing

All IVM cases begin in the automatic process when created. Cases may be switched to a manual process by the system or by the user. The generation and printing of letters for cases in a manual mode of processing are handled differently in IVM. The user must take all action to request creation of letters through closure of the case.

## Letters Log Page

The Letters Log page has an additional section titled Send IVM Manual Communications. This box is only available when a case is set to be processed manually.

Letters Log page for a manual case where the initial letter for the veteran has printed and letters available for selection are displayed in the Send IVM Manual Communications section.

https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM - Microso...

File Edit View Favorites Tools Help

Address https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM Go

**Letters Log**

BENDER, JOHN J SSN: DOB:01/26/1915

**Workload Intake Financial FTI**

**Letters Scheduled For Printing**

(No Letters Queued) (No actions available)

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

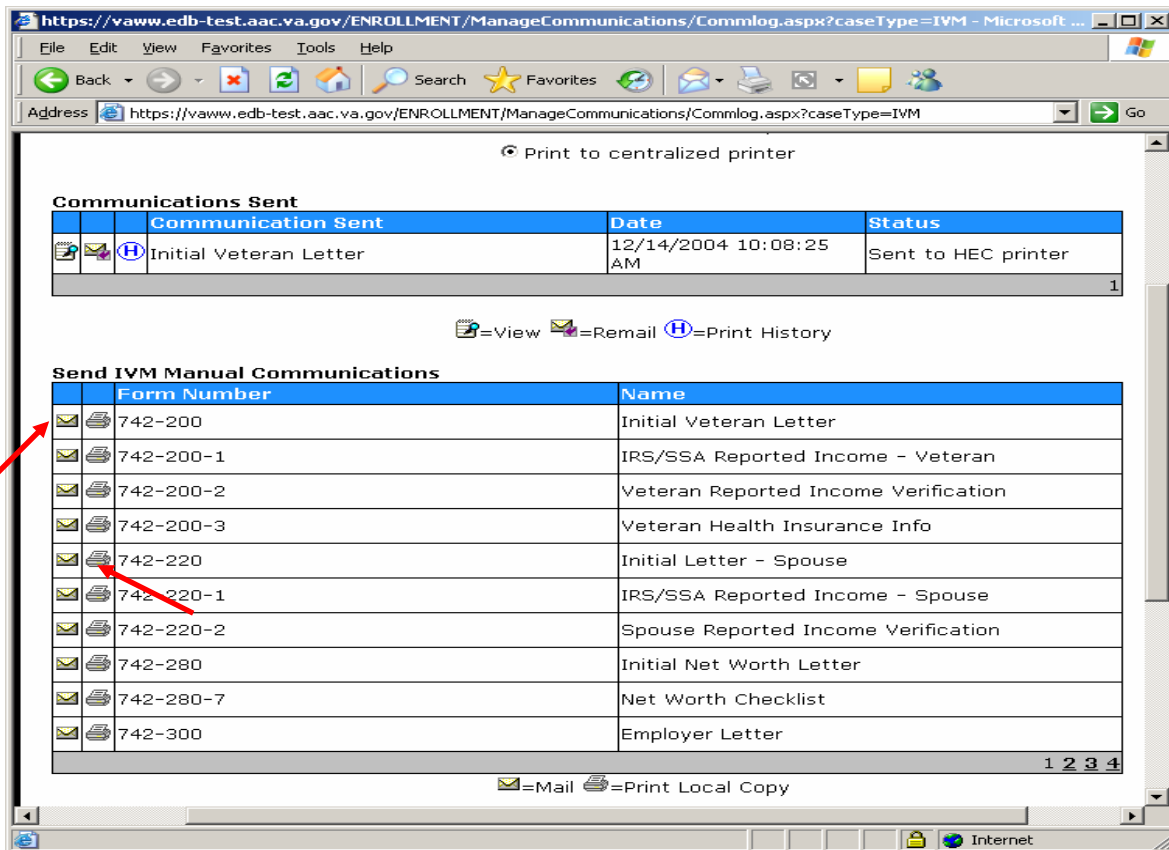
	Communication Sent	Date	Status
	Initial Veteran Letter	4/21/2005 1:01:42 PM	Sent to HEC printer

=View =Remail =Print History

**Send IVM Manual Communications**

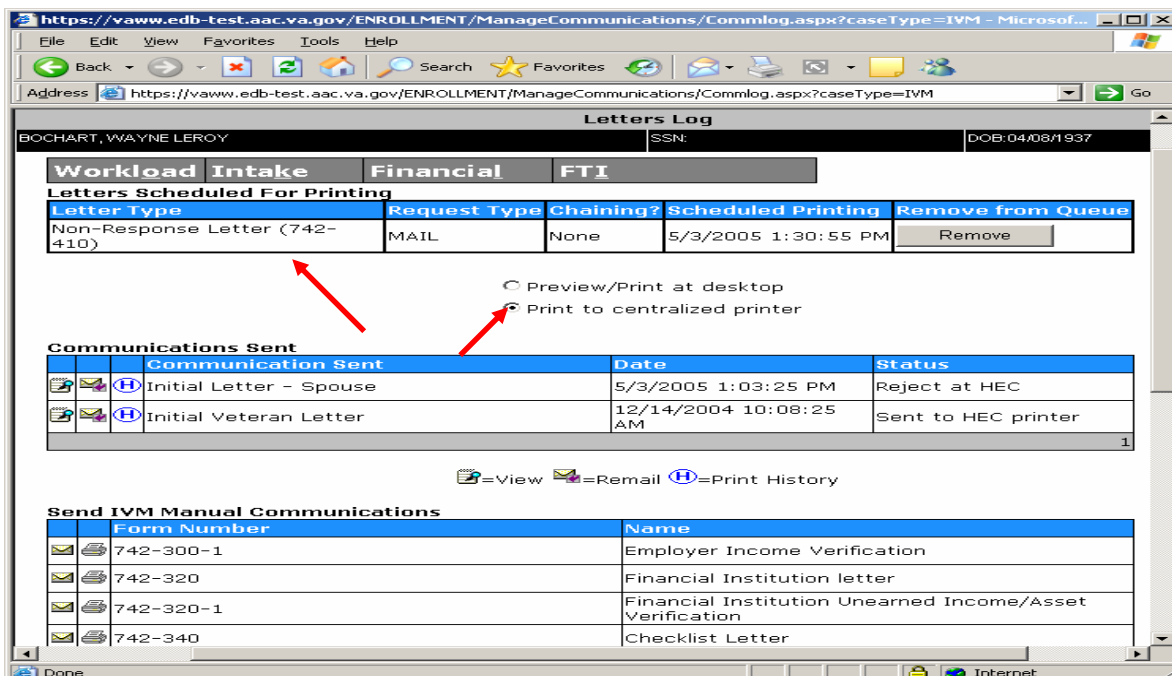
	Form Number	Name
	742-200	Initial Veteran Letter
	742-200-1	IRS/SSA Reported Income - Veteran
	742-200-2	Veteran Reported Income Verification
	742-200-3	Veteran Health Insurance Info
	742-220	Initial Letter - Spouse
	742-220-1	IRS/SSA Reported Income - Spouse

Two actions, Mail and Print Local Copy, are available for letters listed in the Send IVM Manual Communications area.



= Mail: Activate the action to create a selected letter by clicking on this icon. The letter may be created by scheduling to the central printer or to the users local printer. When a manual case has had a letter scheduled for printing to the central printer the Letters Scheduled For Printing box reflects the action.

The Non-Response Letter is selected for mailing and is in the queue for printing to the central printer.



The queue for a manual case retains one letter type at a time. An information message is provided when the selection of Mail is attempted for additional letters to be scheduled for printing from the central printer and the queue contains a letter.

Information message that a letter must be removed from the queue to add another for printing.

Letters Log

BOCHART, WAYNE LEROY SSN: DOB: 04/08/1937

**Workload Intake Financial FTI**

If you wish to place an item in the centralized print queue for a case in manual mode, you must first remove any existing queued letter.

**Letters Scheduled For Printing**

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Non-Response Letter (742-410)	MAIL	None	5/3/2005 1:30:55 PM	<a href="#">Remove</a>

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

Communication Sent	Date	Status
Initial Letter - Spouse	5/3/2005 1:03:25 PM	Reject at HEC
Initial Veteran Letter	12/14/2004 10:08:25 AM	Sent to HEC printer

= View = Remail = Print History

**Send IVM Manual Communications**

Form Number	Name
742-300-1	Employer Income Verification
742-320	Financial Institution letter

Clicking on the [Remove](#) button immediately removes the letter from the queue and the Letters Scheduled For Printing section is empty.

Letters Log

BOCHART, WAYNE LEROY SSN: DOB: 04/08/1937

**Workload Intake Financial FTI**

**Letters Scheduled For Printing**

(No Letters Queued)	(No actions available)
---------------------	------------------------

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**


Communication Sent	Date	Status
Initial Letter - Spouse	5/3/2005 1:03:25 PM	Reject at HEC
Initial Veteran Letter	12/14/2004 10:08:25 AM	Sent to HEC printer

= View = Remail = Print History

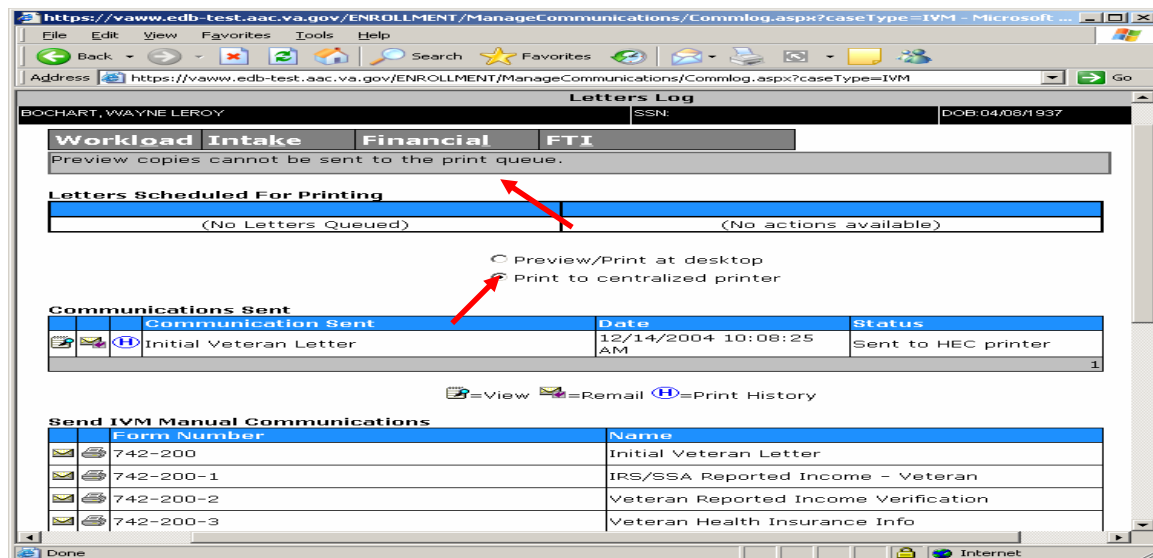
**Send IVM Manual Communications**

Form Number	Name
742-300-1	Employer Income Verification
742-320	Financial Institution letter
742-320-1	Financial Institution Unearned Income/Asset Verification
742-340	Checklist Letter
742-340-1	Declaration of Representative
742-360	Clarification Letter



 = Print Local Copy: Clicking on this icon provides a copy of the letter for previewing. The letter is populated with the current date. The Preview/Print at desktop radio button must be active. Copies of letters using this icon may not be scheduled for the central printer.

Message for a preview copy of a letter (Print Local Copy) may not be queued to print to the central printer.



Letters Log

BOCHART, WAYNE LEROY SSN: DOB: 04/08/1937

Workload Intake Financial FTI

Preview copies cannot be sent to the print queue.

Letters Scheduled For Printing

(No Letters Queued) (No actions available)

☐ Preview/Print at desktop  
☒ Print to centralized printer

Communications Sent

Communication Sent	Date	Status
Initial Veteran Letter	12/14/2004 10:08:25 AM	Sent to HEC printer

View Remail Print History

Send IVM Manual Communications

Form Number	Name
742-200	Initial Veteran Letter
742-200-1	IRS/SSA Reported Income - Veteran
742-200-2	Veteran Reported Income Verification
742-200-3	Veteran Health Insurance Info

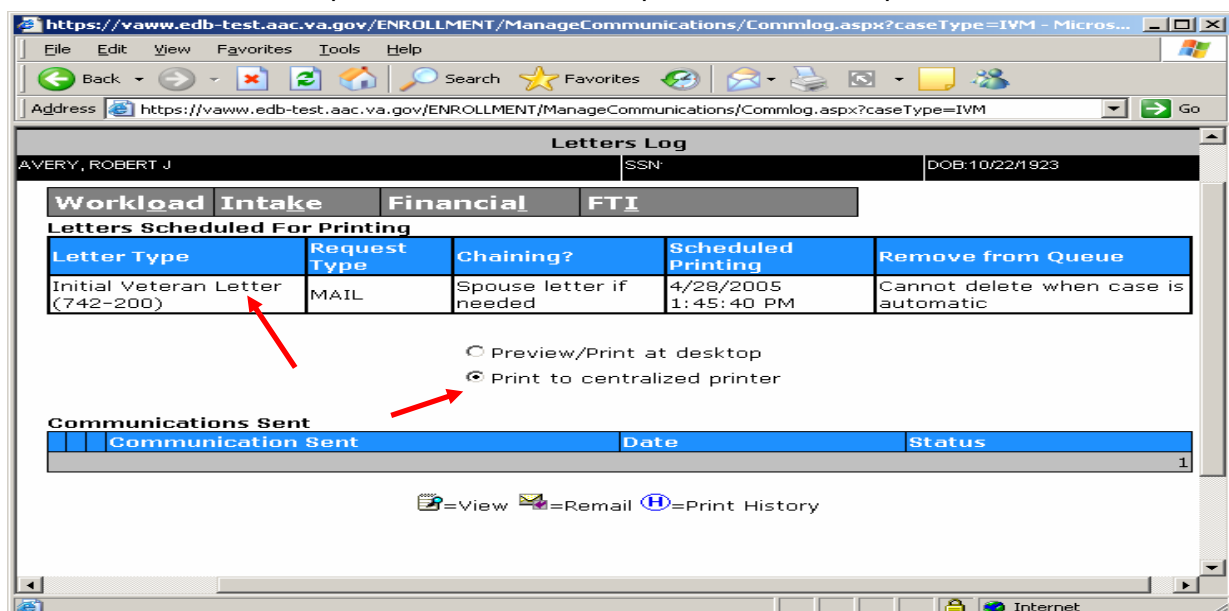
## Letter Creation, Suppression and Failures

A program, LetterCreator, looks for letter jobs that are available and due and creates them into batches. This process runs continuously. Documents are encrypted and transferred to the print server located at the HEC from the batch jobs.

- Initial Letters

Immediately following the creation of every IVM case a print request for the Initial Veteran Letter and for the Initial Letter-Spouse (when spouse income data is available) are created and stored in a queue.

The Initial Veteran Letter in the queue and scheduled to print to the central printer.



Letters Log

AVERY, ROBERT J SSN: DOB: 10/22/1923

Workload Intake Financial FTI

Letters Scheduled For Printing

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Initial Veteran Letter (742-200)	MAIL	Spouse letter if needed	4/28/2005 1:45:40 PM	Cannot delete when case is automatic

☐ Preview/Print at desktop  
☒ Print to centralized printer

Communications Sent

Communication Sent	Date	Status
--------------------	------	--------

View Remail Print History

Before letters are successfully printed the system checks for a complete address and a valid address.

- **Complete Address**


Validation rules for letters include the requirement for a complete address. As a minimum, a complete address must be populated with a Street Address Line1, City, State and Zip (minimum 5 digits). When any one of the four fields is not populated the letter will fail to print. The status from Letters Log, Communications Sent will be Reject at HEC. The system sets the case to the manual process, updates case history and the case status remains unchanged.

The Street Address Line 1 is empty for this veteran.

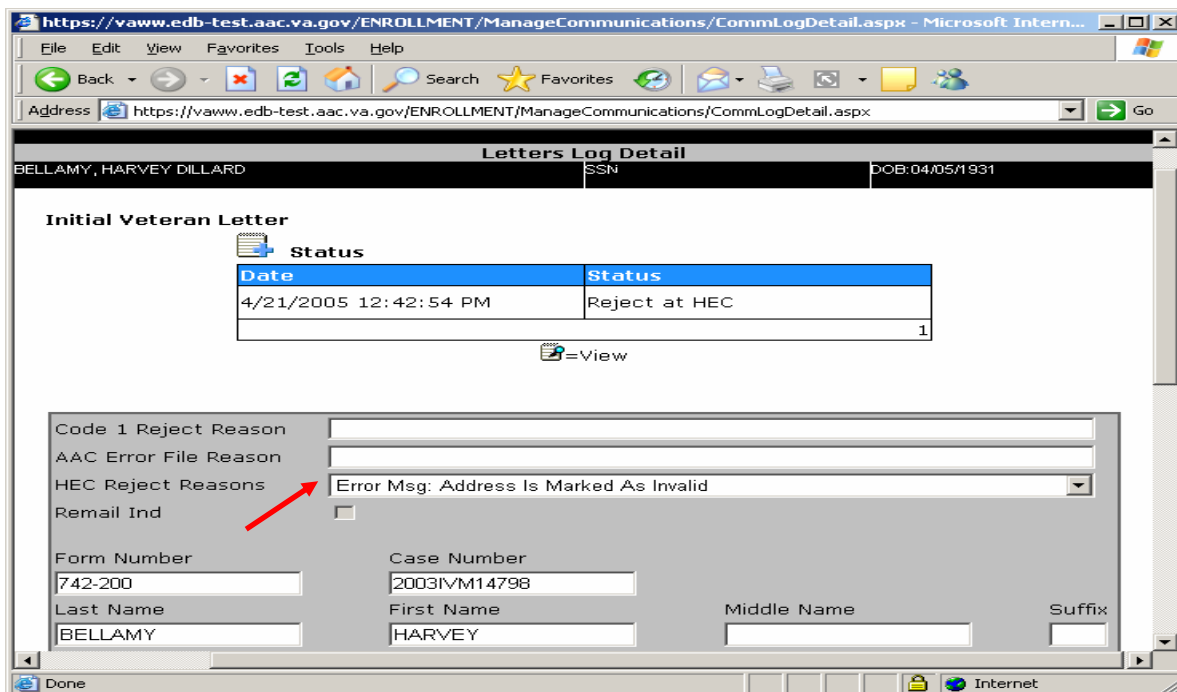
The screenshot shows the 'Add Address(es)' form in a Microsoft Internet Explorer browser window. The form is titled 'Add Address(es)' and has a 'View Historical Address(es)' link. It contains several sections: 'Correspondence Address' (with fields for Line1/PO Box, City, State, Zip Code, and Country), 'Address Type' (a dropdown menu), 'Address Change Source', 'NCOA Check Date', 'Line 1/P.O.Box', 'Line 2', 'Line 3', 'City', 'Country', 'State', 'Zip /Postal Code', 'Start', 'End', 'Invalid Date', 'Invalid Reason', 'Add Phone', and 'Add Email'. A red arrow points to the 'Line 1/P.O.Box' field, which is empty. The 'City' field contains 'BEECH ISLAND', 'Country' contains 'United States', 'State' contains 'SOUTH CAROLINA', and 'Zip /Postal Code' contains '29842'. The 'Start' field contains '1/1/2003'. The 'Add Phone' section has a table with columns 'Type\*', 'Number', and 'Last Modified'. The 'Add Email' section has a table with columns 'Type\*', 'Address', and 'Last Modified'. At the bottom, there are buttons for 'Save' and a legend: '=Select', '=Ok', '=Cancel'.

The Communications Sent section on the Letters Log page shows the Initial Veteran Letter did not print with the status of Reject at HEC.

The screenshot shows the 'Letters Log' page in a Microsoft Internet Explorer browser window. The page title is 'Letters Log'. It displays information for 'BELLAMY, HARVEY DILLARD' with SSN. and DOB: 04/05/1931. There are tabs for 'Workload Intake', 'Financial', and 'FTI'. The 'Letters Scheduled For Printing' section shows '(No Letters Queued)' and '(No actions available)'. Below this, there are radio buttons for 'Preview/Print at desktop' and 'Print to centralized printer'. The 'Communications Sent' section has a table with columns 'Communication Sent', 'Date', and 'Status'. The table contains one row: 'Initial Veteran Letter' with Date '4/21/2005 12:42:54 PM' and Status 'Reject at HEC'. A red arrow points to the 'Reject at HEC' status. Below the table, there are icons for 'View', 'Remail', and 'Print History'. The 'Send IVM Manual Communications' section has a table with columns 'Form Number' and 'Name'. The table contains five rows: '742-200' (Initial Veteran Letter), '742-200-1' (IRS/SSA Reported Income - Veteran), '742-200-2' (Veteran Reported Income Verification), '742-200-3' (Veteran Health Insurance Info), and '742-220' (Initial Letter - Spouse).

Additional information for a status of Reject at HEC is available when clicking on the View  icon for the letter listed in the Communications Sent box.

The View icon moves the user to the Letters Log Detail page. A description for the reject is noted in the HEC Reject Reasons field.





Letters Log Detail

BELLAMY, HARVEY DILLARD SSN DOB: 04/05/1931

**Initial Veteran Letter**

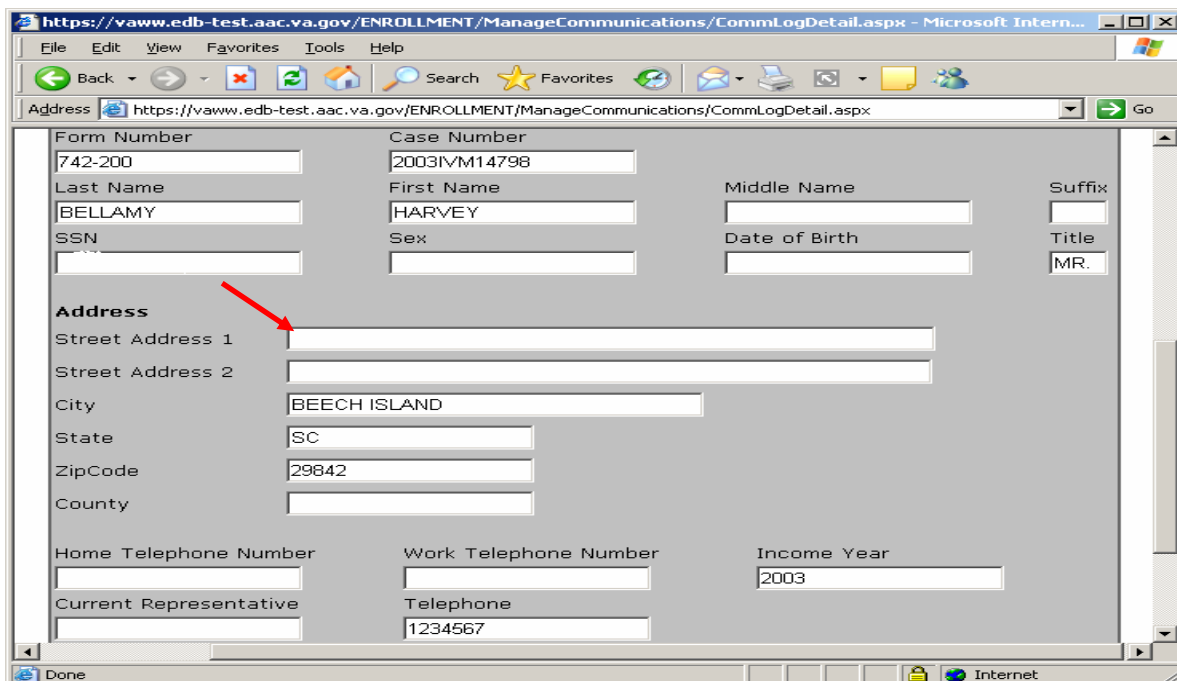
Date	Status
4/21/2005 12:42:54 PM	Reject at HEC


 = View

Code 1 Reject Reason  
AAC Error File Reason  
HEC Reject Reasons  Error Msg: Address Is Marked As Invalid  
Remail Ind ☐

Form Number: 742-200 Case Number: 2003IVM14798  
Last Name: BELLAMY First Name: HARVEY Middle Name: Suffix:

Scrolling down the page displays additional fields. The Street Address 1 for this case is empty causing the rejection of the letter.



Form Number: 742-200 Case Number: 2003IVM14798  
Last Name: BELLAMY First Name: HARVEY Middle Name: Suffix:  
SSN: Sex: Date of Birth: Title: MR.  
**Address**  
Street Address 1   
Street Address 2  
City: BEECH ISLAND  
State: SC  
Zip Code: 29842  
County:  
Home Telephone Number: Work Telephone Number: Income Year: 2003  
Current Representative: Telephone: 1234567

Case History is updated to provide information that the letter failed the validation rules; the case has been set to the Manual process, the update flag is checked, and the current status remains as New.

The screenshot shows the 'DisplayIVM' web application in Microsoft Internet Explorer. The address bar displays 'https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx'. The main form contains the following fields:

- WorkLoad Name:** Manage IVM Case: 2003IVM14798
- WorkLoad Type:** IVM
- Case Number:** 2003IVM14798
- Date Case Opened:** 4/16/2005 12:03:13 PM
- Assignment:** GRUBENHOFF, SCOTT
- Income Year:** 2003

Below these fields are two checkboxes: 'Update Flag' (checked) and 'Set To Manual' (checked), both circled in red. An 'Update' button is to the right. Below this is a section for 'Current Status' (New), 'Current Activity', 'Current Activity Reason', and 'Date Updated' (4/16/2005 12:03:13 PM). The 'Case History' section shows a comment from 4/21/2005 12:43:47 PM, added by 'AUTOMATED, PRINT'. The comment text reads: '\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\* Letter failed validation rules: Initial Veteran Letter (742-200) Setting case 2003IVM14798 to MANUAL/FLAGGED'. A red arrow points to this text. At the bottom is an 'Add Comment' button.

#### ○ Valid Address

A valid address is identified by pattern matching on specific keywords for Street Address Line 1. When the system finds a match on any of the identified keywords the letter does not print. The case is then set to a manual state of processing, flagged for update, and the system inserts comments in Case History. Examples of keywords that when found in Street Address Line 1 would cause a letter to not print include HOMELESS, UNKNOWN, NONE, PENDING, No address, DECEASED, and VAMC.

The Street Address Line 1 for this veteran contains the keyword UNKNOWN making this address invalid.

The screenshot shows the 'Intake/Demographics' web application in Microsoft Internet Explorer. The address bar displays 'https://vaww.edb-test.aac.va.gov/ENROLLMENT/Intake/Demographics.aspx'. The form is titled 'Add Address(es)' and includes a 'View Historical Address(es)' link. The address details are as follows:

- Type:** Correspondence Address
- Line1/PO Box:** UNKNOWN (circled in red)
- City:** KINGSPORT
- Country:** United States
- State:** TENNESSEE
- Zip /Postal Code:** 37660-3732

Below the address fields are sections for 'Add Phone' and 'Add Email'. The 'Add Phone' section shows a home phone number (423)245-3191. At the bottom, there is a 'Save' button and a legend: '=Select', '✓=Ok', '✗=Cancel'.

Case History is updated to provide information that the letter failed and all letters were suppressed due to the invalid address. The update flag has been set and the case has been set to process manually.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM14761	<b>Case Number</b> 2003IVM14761	<b>Date Case Opened</b> 4/16/2005 12:02:23 PM
<b>WorkLoad Type</b> IVM		<b>Assignment</b> GRUBENHOFF, SCOTT
<b>Income Year</b> 2003		

☐ Open Folder 
 ☐ Close Folder 
 ☒ Update Flag 
 ☒ Set To Manual

<b>Current Status</b> In-Process	<b>Current Activity</b> Initial Letter Sent	<b>Current Activity Reason</b>	<b>Date Updated</b> 4/21/2005 11:45:53 AM
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**Case History**

CommentDate: 4/21/2005 11:46:57 AM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Letter production failed for Initial Veteran Letter (742-200):  
 All letters for ROLAND ARMER were suppressed due to invalid address.  
 Setting case 2003IVM14761 to MANUAL/FLAGGED

The Communications Sent section on the Letters Log page shows the Send IVM Manual Communications box indicating the case is now to be processed manually.

**Letters Log**

ARMER, ROLAND L SSN:494380867 DOB:11/21/1935

**Workload Intake Financial FTI**

**Letters Scheduled For Printing**

(No Letters Queued)	(No actions available)
---------------------	------------------------

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

Communication Sent	Date	Status
Initial Veteran Letter	4/21/2005 11:45:54 AM	Sent to HEC printer

=View 
  =Remail 
  =Print History

**Send IVM Manual Communications**

Form Number	Name
742-200	Initial Veteran Letter
742-200-1	IRS/SSA Reported Income - Veteran
742-200-2	Veteran Reported Income Verification

An attempt to create copies or additional letters generates a message that all letters for the veteran are suppressed due to invalid address on the Letters Log page.

https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM

File Edit View Favorites Tools Help

Address https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM

Home Reports Workload Admin

Letters Log

ARMER, ROLAND L SSN: 494380867 DOB: 11/21/1935

Workload Intake Financial FTI

All letters for ROLAND ARMER were suppressed due to invalid address.

Letters Scheduled For Printing

(No Letters Queued)	(No actions available)
---------------------	------------------------

☐ Preview/Print at desktop  
☐ Print to centralized printer

Communications Sent

Communication Sent	Date	Status
Initial Veteran Letter	4/21/2005 11:45:54 AM	Sent to HEC printer

= View = Remail = Print History

Send IVM Manual Communications

Form Number	Name
742-200	Initial Veteran Letter
742-200-1	IRS/SSA Reported Income - Veteran

- **Non-Response Letter**

For automatic cases the Non-Response Letter is placed in the print queue following the printing of the Initial Veteran Letter. This letter is scheduled to print automatically 31 days from the date of the initial letter. Manually processed cases may also have letters placed in the print queue awaiting pick up by the LetterCreator which runs continuously searching for jobs that are due.

The Non-Response Letter is scheduled and waiting to be picked up from the queue by the LetterCreator and sent to the print spooler for printing at the central printer for this automatic case.

https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM

File Edit View Favorites Tools Help

Address https://vaww.edb-test.aac.va.gov/ENROLLMENT/ManageCommunications/Commlog.aspx?caseType=IVM

Letters Log

CLARK, CARL SSN: DOB: 01/15/1944

Workload Intake Financial FTI

Letters Scheduled For Printing

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Non-Response Letter (742-410)	MAIL	Financial and Employer letters if needed	4/20/2005 2:26:11 PM	Cannot delete when case is automatic

☐ Preview/Print at desktop  
☒ Print to centralized printer

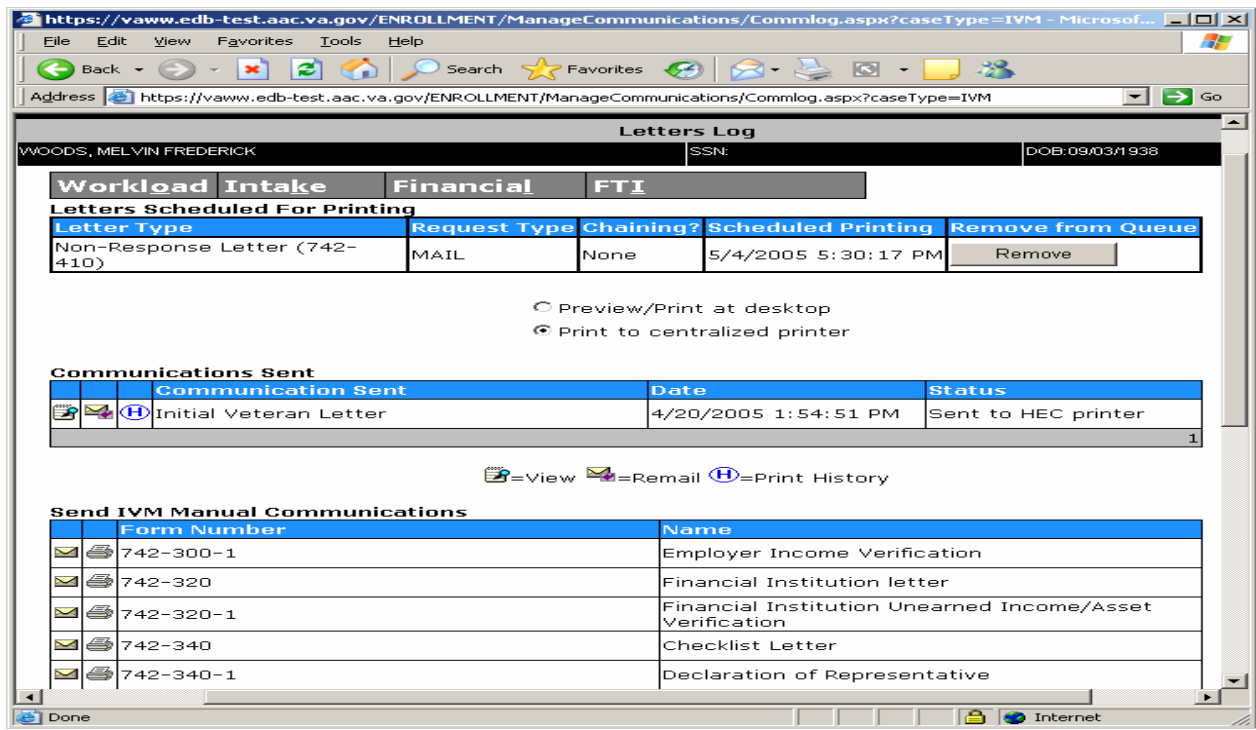
Communications Sent

Communication Sent	Date	Status
Initial Veteran Letter	4/21/2005 2:25:09 PM	Sent to HEC printer

= View = Remail = Print History

The Non-Response Letter will chain the appropriate Financial and Employer letters for the veteran. Additional information for Employer and Financial letters is described further in this section.

A manual processed IVM case where the user has requested the Non-Response Letter to be printed to the central printer at the HEC.



**Letters Log**  
WOODS, MELVIN FREDERICK      SSN:      DOB: 09/03/1938

**Workload Intake Financial FTI**

**Letters Scheduled For Printing**

Letter Type	Request Type	Chaining?	Scheduled Printing	Remove from Queue
Non-Response Letter (742-410)	MAIL	None	5/4/2005 5:30:17 PM	Remove

☐ Preview/Print at desktop  
☒ Print to centralized printer

**Communications Sent**

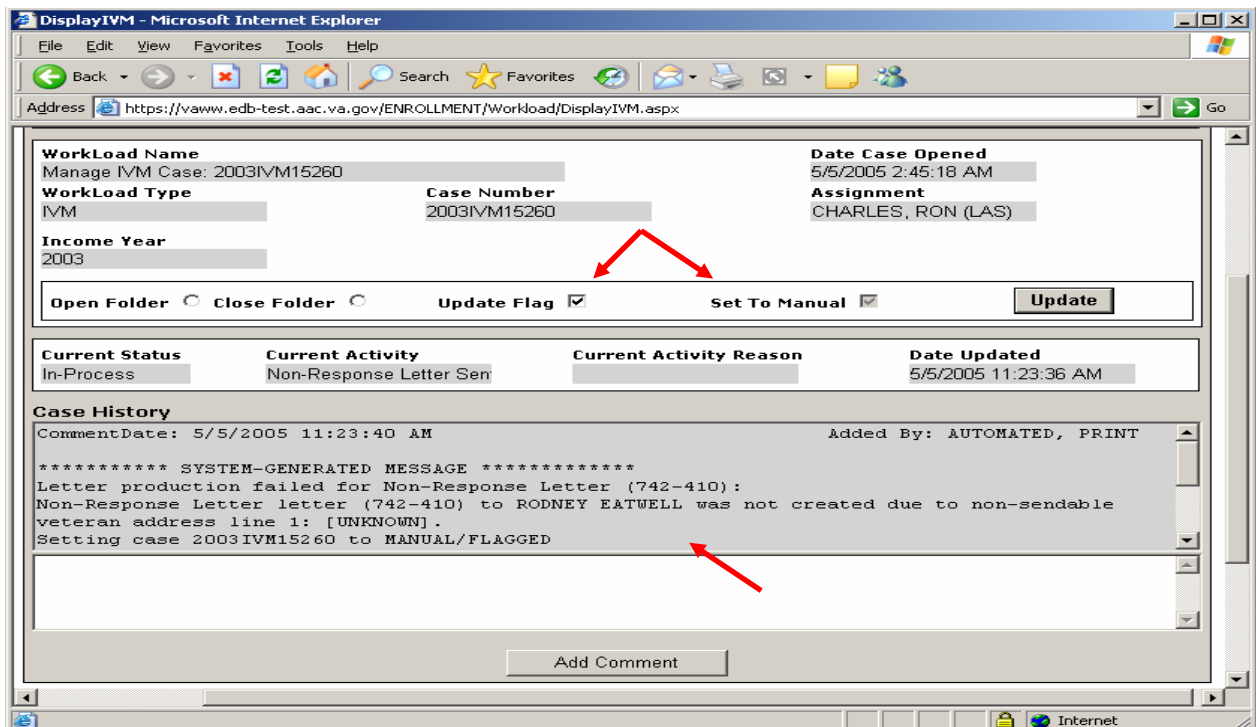
Communication Sent	Date	Status
Initial Veteran Letter	4/20/2005 1:54:51 PM	Sent to HEC printer

= View   = Remail   = Print History

**Send IVM Manual Communications**

Form Number	Name
742-300-1	Employer Income Verification
742-320	Financial Institution letter
742-320-1	Financial Institution Unearned Income/Asset Verification
742-340	Checklist Letter
742-340-1	Declaration of Representative

A Non-Response letter that was not printed due to an address problem for the veteran will add comments to case history, set the case to manual and flag for update.



**DisplayIVM - Microsoft Internet Explorer**

Address: https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx

**WorkLoad Name**  
Manage IVM Case: 2003IVM15260

**WorkLoad Type**  
IVM

**Income Year**  
2003

**Date Case Opened**  
5/5/2005 2:45:18 AM

**Assignment**  
CHARLES, RON (LAS)

**Case Number**  
2003IVM15260

☐ Open Folder   ☐ Close Folder   ☒ Update Flag   ☒ Set To Manual   **Update**

**Current Status**  
In-Process

**Current Activity**  
Non-Response Letter Sen

**Current Activity Reason**

**Date Updated**  
5/5/2005 11:23:36 AM

**Case History**

CommentDate: 5/5/2005 11:23:40 AM      Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Letter production failed for Non-Response Letter (742-410):  
 Non-Response Letter letter (742-410) to RODNEY EATWELL was not created due to non-sendable  
 veteran address line 1: [UNKNOWN].  
 Setting case 2003IVM15260 to MANUAL/FLAGGED

**Add Comment**

- **Employer / Financial Institution Letters**

In conjunction with the Non-Response Letter, the Employer and Financial Institution Letters are sent to comply with the IRS requirement for independent verification of income. Employer letters are generated for printing for each source of earned income available in FTI for the veteran in sets. The Financial Institution Letter is created for all unearned income reported by the IRS and located in FTI for the veteran. Although the action for Employer Letter and Financial Institution Letter are referred to as a single letter in the application, each contain a set of letters corresponding to the number of entries in the FTI database.

Letters for earned income from self-employment are suppressed from printing and comments are added to case history. No changes are made to the process state or update flag for this scenario.

Financial letters for unearned income where the source is Social Security Administration (SSA) and the document is SSA-1099, type Total Benefits Paid are suppressed. Like earned income from self-employment, comments are added to case history for this scenario and no changes are made to the state of case processing or setting of the update flag.

An automatic case with earned income from self-employment contains comments in case history for the suppression of the employer letter.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM14824	<b>Date Case Opened</b> 4/21/2005 7:06:47 AM
<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM14824
<b>Income Year</b> 2003	<b>Assignment</b> GRUBENHOFF, SCOTT

Open Folder ☐ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

<b>Current Status</b> In-Process	<b>Current Activity</b> Employer Letter Sent	<b>Current Activity Reason</b>	<b>Date Updated</b> 4/29/2005 2:07:02 PM
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**Case History**

CommentDate: 4/25/2005 12:58:25 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Veteran Employer letter to 499427926 Employer 2 Line 1 was not created because income amounts were marked as resulting from self-employment.

Add Comment

Comments added to case history for a financial institution letter suppressed for SSA for an automatic case.

**DisplayIVM - Microsoft Internet Explorer**

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

<b>WorkLoad Name</b> Manage IVM Case: 2003IVM14822	<b>Date Case Opened</b> 4/21/2005 7:06:47 AM
<b>WorkLoad Type</b> IVM	<b>Case Number</b> 2003IVM14822
<b>Income Year</b> 2003	<b>Assignment</b> GRUBENHOFF, SCOTT

Open Folder ☐ Close Folder ☐ Update Flag ☐ Set To Manual ☐ **Update**

<b>Current Status</b> Closed	<b>Current Activity</b> Converted	<b>Current Activity Reason</b> MT and RX Copay Require	<b>Date Updated</b> 4/27/2005 1:31:29 PM
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**Case History**

CommentDate: 5/2/2005 12:31:41 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
 Creation of Veteran Financial Institution letter to SOCIAL SECURITY ADMINISTRATION 507966191 Fin Inst 8 Line 2 was suppressed.



The addresses for employers and financial institutions are received directly from SSA and IRS and not editable. When financial institution or employer letters for all veteran's sources of unearned or earned income respectively are suppressed from printing an additional comment is added to case history.

Case History comment added when there has not been any employer letters printed.

DisplayIVM - Microsoft Internet Explorer

Address: <https://vawww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

**WorkLoad Name**  
Manage IVM Case: 2003IVM14824

**WorkLoad Type**  
IVM

**Case Number**  
2003IVM14824

**Date Case Opened**  
4/21/2005 7:06:47 AM

**Assignment**  
GRUBENHOFF, SCOTT

**Income Year**  
2003

☐ Open Folder ☐ Close Folder ☐ Update Flag ☐ Set To Manual

**Current Status**  
In-Process

**Current Activity**  
Employer Letter Sent

**Current Activity Reason**

**Date Updated**  
4/29/2005 2:07:02 PM

**Case History**  
CommentDate: 4/25/2005 12:58:25 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*  
Letter production failed for Employer Letter (742-300):  
No Files generated because of insufficient data supplied.  
No changes were made to case status.

- **Closure Letter**

Cases are closed by the system for multiple reasons. They may be closed when they have gone through the clock timeframes and no updates, or responses from the veteran have been received. Or for certain updates received such as awards of eligibility and receipt of date of death information.

- **Generic Closure**

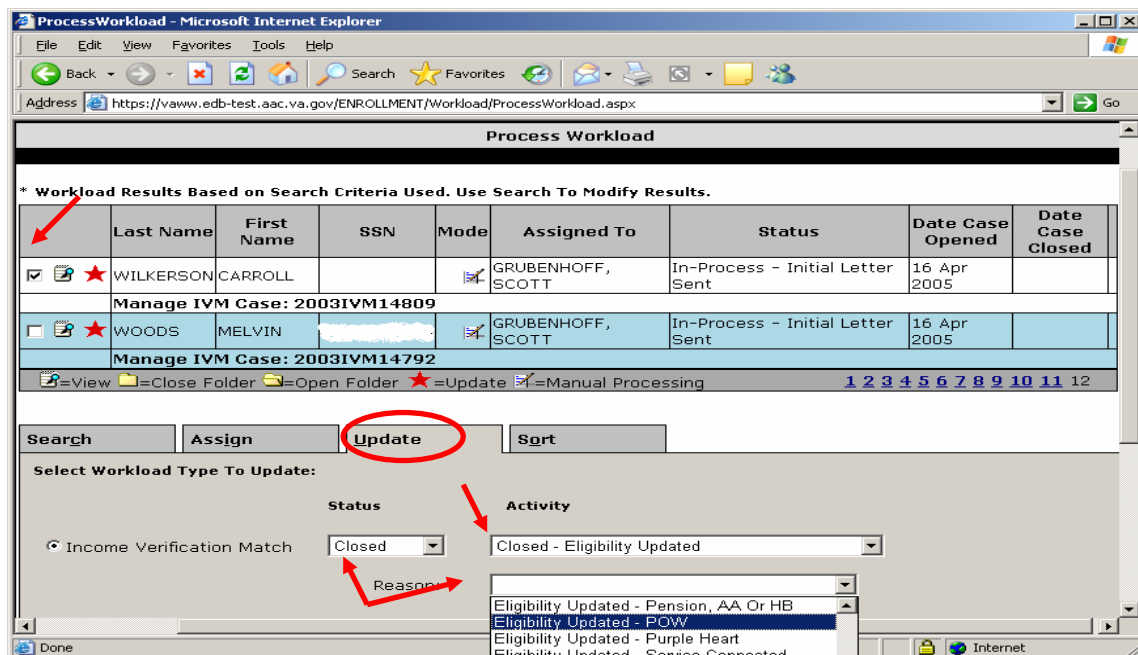
Cases receiving an update for an eligibility award or date of death are closed using the Generic Closure Letter and updating the case with the appropriate status, activity and reason such as Closed - Eligibility Updated - Purple Heart, or Closed – Other – Deceased.

When an automatic case receives an update that essentially stops the income verification matching process, the case is closed with the appropriate status, activity and reason and the Generic Closure Letter is placed in the queue for printing to the centralized printer.

An update received for a case in the manual state of processing will be flagged for review by the LAS. When the LAS concurs with the action, they select the Generic Closure Letter for printing and mailing to the veteran and update the status to close the case.

Updating the status of the case in these situations is accomplished by going to the Update tab on the Process Workload screen, clicking on the checkbox for the appropriate case to be closed, selecting Closed from the Status drop down box, selecting the appropriate activity from the Activity drop down box (i.e., Eligibility Updated), and from the Reason drop down box selecting the correct reason for closure (i.e. POW). Once all selections are made, click the Update button located at the bottom of the screen. When the action is accepted by the system a message will display at the top of the screen stating **Workload(s) Successfully Updated** and the case will be removed from the Process Workload screen as it is now closed.

Selecting a case to close with status, activity, reason of Closed – Eligibility Updated - POW



#### o Generic Re-Open

Cases previously closed with a valid update such as eligibility are set to the status of ReOpened and flagged for the LAS to review when an update to reverse the original update is received. In the event that the LAS determines the case must be worked again they may select the Generic Re-Open Letter to notify the veteran of the pending actions.

For automatic cases that have gone through the 60 day timeframe (30 days from the date the Non Response Letter was mailed) the system selects the appropriate final letter for closure and case status based on calculation of income and assets of the veteran and spouse (if available) along with their Means Test Threshold and Geographic Means Test Threshold.

The system selects one of four letters for closure. The corresponding workload status, activity and reason are displayed in the table below.

Letter Type	Status
Veteran Final MT Copay Letter	Closed – Converted – MT Copay Required
Veteran Final MT/RX Letter	Closed – Converted – MT and RX Copay Required
Veteran Final GMT Letter	Closed – Converted – GMT Copay Required
Veteran Final GMT/RX Letter	Closed – Converted GMT and RX Copay Required

When the system attempts to print a closure letter and the LetterCreator determines that there is an incomplete or invalid address, the letter is not printed. A comment is system inserted into case history, and the update flag is set and the process state is changed to manual when the case was automatic.

Case history comments added for the print failure of the closure letter due to an invalid address.

DisplayIVM - Microsoft Internet Explorer

Address: <https://vaww.edb-test.aac.va.gov/ENROLLMENT/Workload/DisplayIVM.aspx>

Manage IVM Case: 2003IVM15289 5/5/2005 10:58:40 AM

**WorkLoad Type** IVM **Case Number** 2003IVM15289 **Assignment** RICHARDSON, CINDY

**Income Year** 2003

Open Folder ☐ Close Folder ☐ Update Flag ☒ Set To Manual ☒ **Update**

Current Status	Current Activity	Current Activity Reason	Date Updated
Closed	Converted	MT and RX Copay Require	5/5/2005 1:32:40 PM

**Case History**

CommentDate: 5/5/2005 1:32:44 PM Added By: AUTOMATED, PRINT

\*\*\*\*\* SYSTEM-GENERATED MESSAGE \*\*\*\*\*

Letter production failed for Veteran Final MT and Rx Copay Letter (742-451):  
Veteran Final MT/RX Letter letter (742-451) to ROBERT MATOUSEK was not created due to non-sendable veteran address line 1: [UNKNOWN].  
Setting case 2003IVM15289 to MANUAL/FLAGGED

Done Internet

## **Centralized Printing**

A major piece of the new functionality introduced with IVM 2.9 is the system which creates letters automatically and sends them to a printer in the HEC mailroom for printing and automated stuffing. This allows for a large portion of work for IVM cases to be accomplished without user intervention.

Two additional documents (provided separately) describe the details on this automated letter system for the HEC Mailroom and IRM staff.

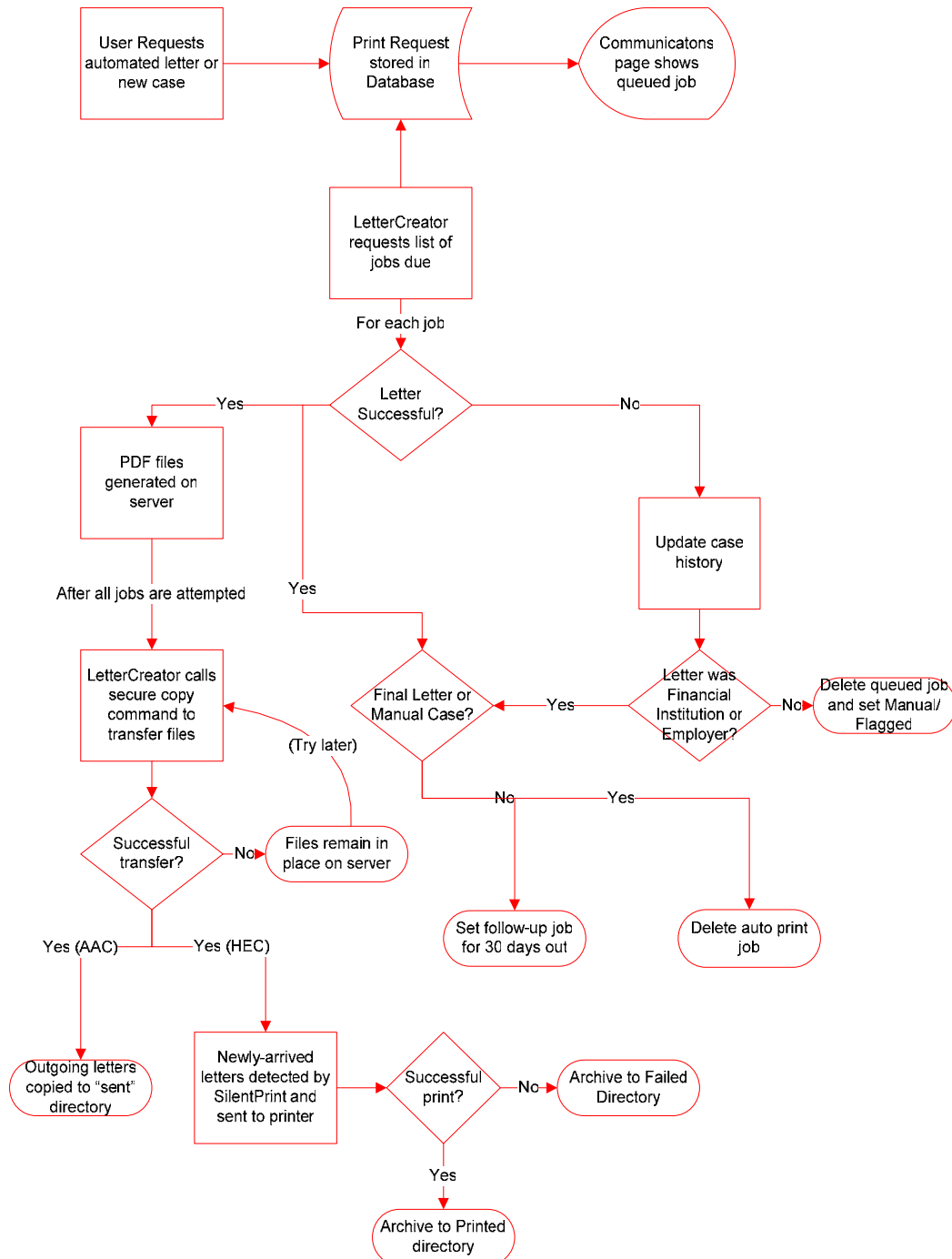
The Automated Print Process Standard Operating Procedure document provides specific operation information for the software, hardware, and environment for both the HEC and AAC.

The Automated Printing Operations Guide 2.9 document details the components and basic operational concepts for the printing subsystem for the automated printing system.

The following two pages are diagrams which detail the flow of data for the automated print system and the network layout of the machines involved in the production of letters.

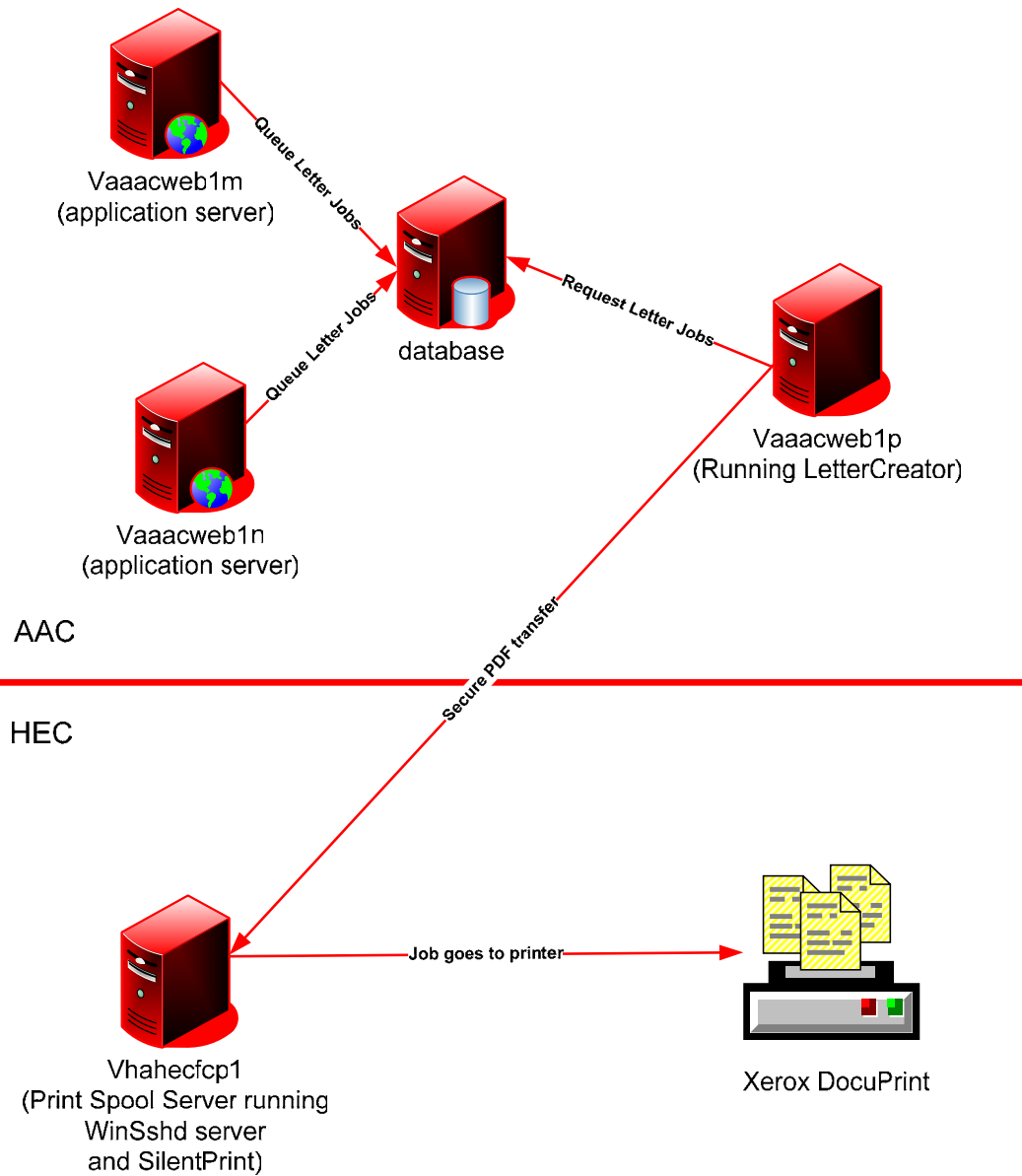
# Letter Creation Process

May 5, 2005



# Letter Production Network Layout

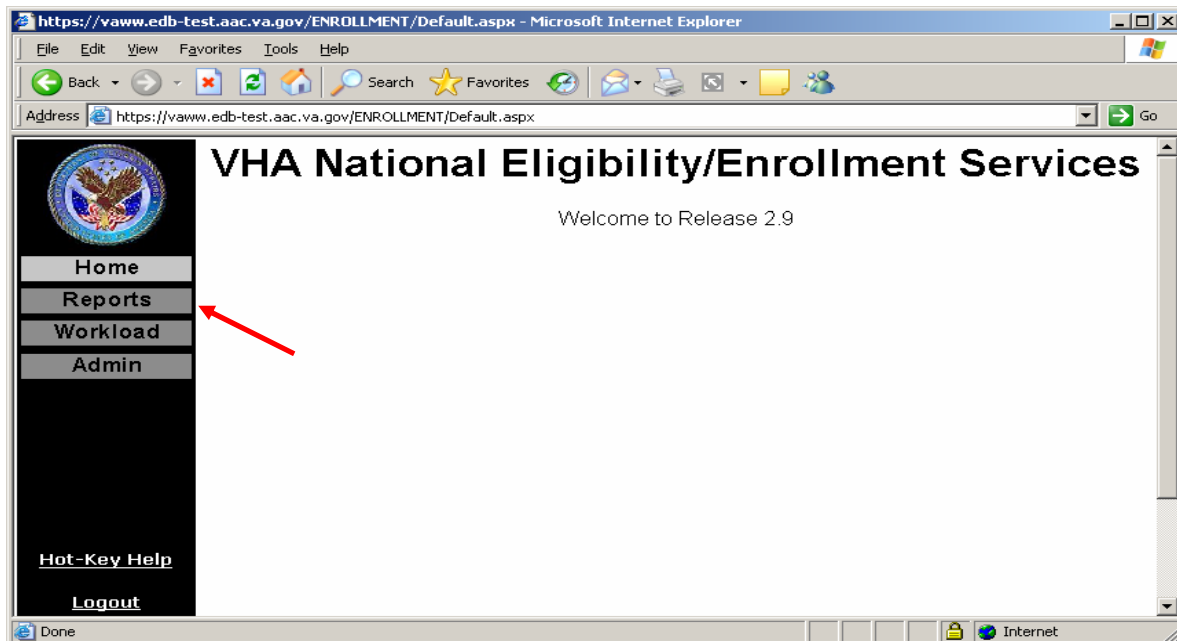
May 5, 2005



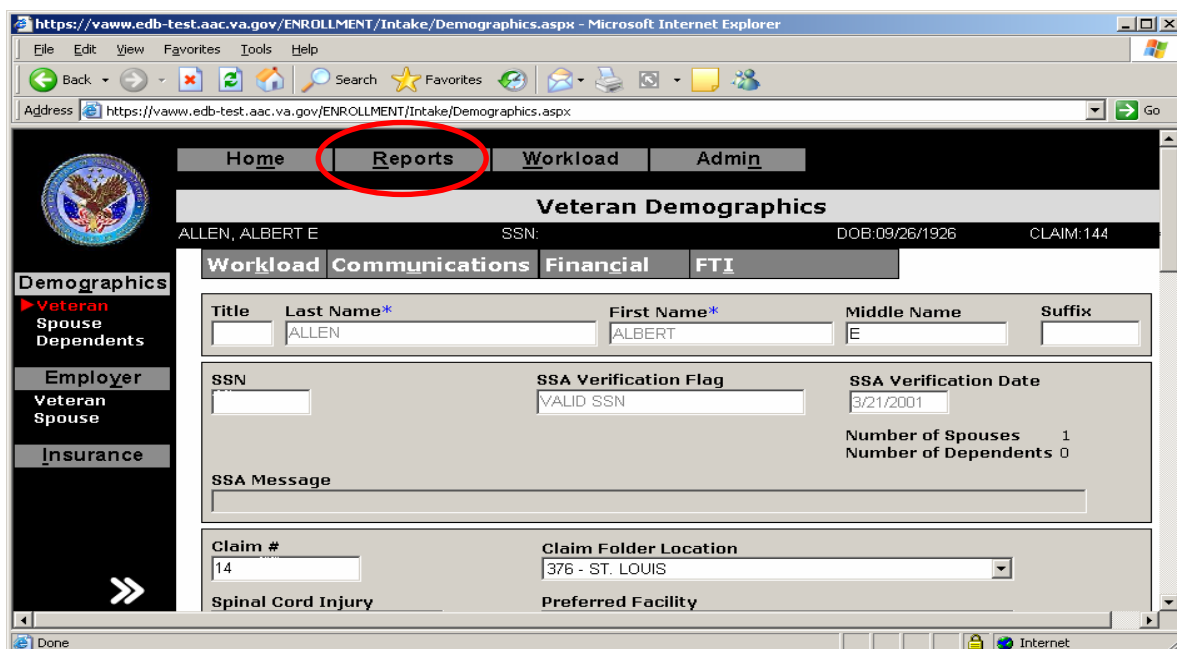
## Reports

To support the additional functionality provided with EDB/IVM 2.9 additional reports were created and several existing reports were modified.

Reports may be accessed by selecting the Reports button on the left margin from the Welcome screen:



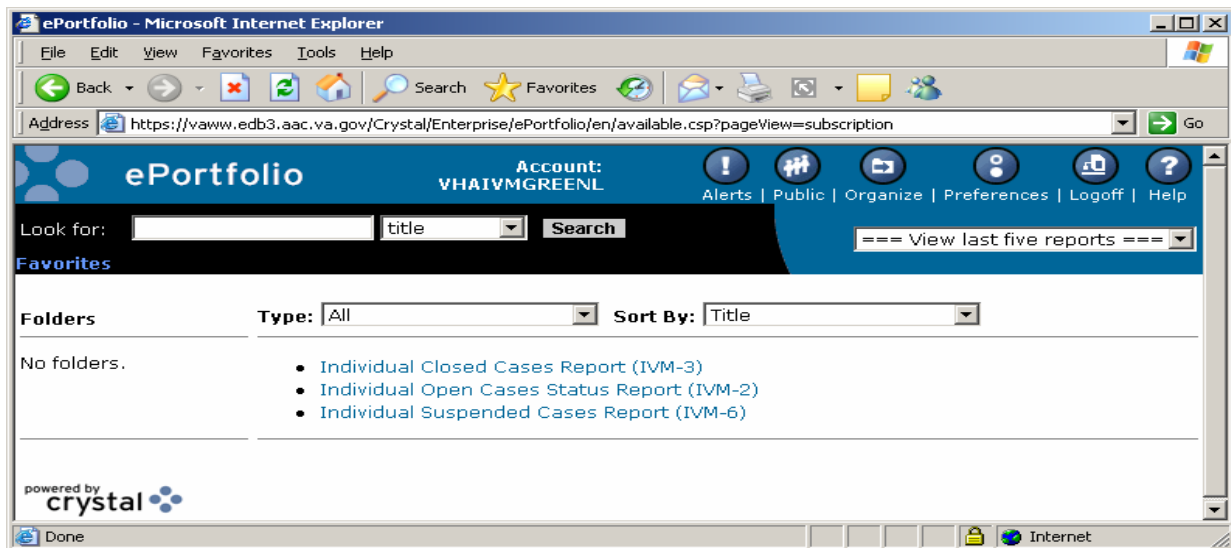
Reports may also be accessed by selecting Reports located at the top margin from within any location within the application:



Once a Reports button is clicked the user is linked to ePortfolio (Crystal Reports) where the IVM reports reside.

Users assigned the role of Supervisor or Administrator have their reports sorted within two folders, IVM and Management.

The LAS has three reports that are listed for selection.

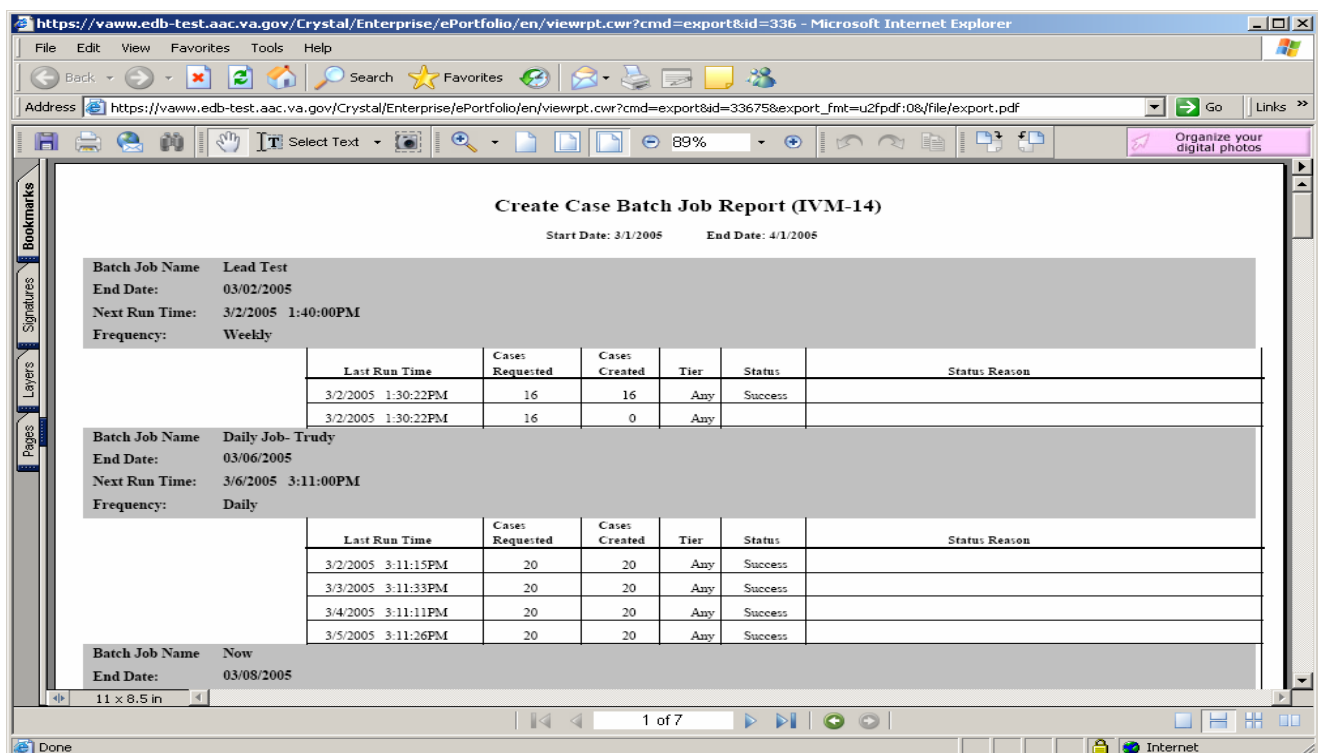


## Additional Reports

Four new reports are provided for IVM 2.9. These reports are available to Supervisors and Administrators. The IVM folder contains two of these new reports.

- **Create Case Batch Job Report (IVM-14)**

This report resides in the IVM folder and provides historical information for batch jobs from the auto case creation process. The parameters to run the report are start date, end date, and Batch Job Name.





- **Review Reassign Cases Report (IVM-13)**

A listing of IVM cases that are flagged for update and assigned to an inactive LAS is provided with this report. It is found in the IVM folder for Supervisors.

**Review/Reassign Cases Report (IVM-13)**

LAS: COLLIER-PROCESSOR, Arlie  
Inactive Date: 02/28/2005

Case Number	Veteran Name	SSN	Date Opened	Status Date	Status	Activity	Reason
2003IVM13577	ROWELL, ALDEAN	[REDACTED]	01/21/2005	03/17/2005	Closed	Converted	Rx Copay Required
				03/17/2005	In-Process	Employer Letter Sent	
				03/17/2005	In-Process	Financial Institution Letter Sent	
				03/17/2005	In-Process	Non-Response Letter Sent	
				03/17/2005	In-Process	Initial Letter Sent	
				01/21/2005	New		

LAS: BLENDELL, LYNN  
Inactive Date: 01/22/2005

Case Number	Veteran Name	SSN	Date Opened	Status Date	Status	Activity	Reason
2003IVM13452	LANGE, JACK A	[REDACTED]	01/20/2005	01/20/2005	New		
2003IVM13461	SCHULTE, ROBERT C	[REDACTED]	01/20/2005	01/21/2005	In-Process	Initial Letter Sent	
				01/20/2005	New		
2003IVM13763	GIVENS, MYRON	[REDACTED]	01/28/2005	01/28/2005	Closed	Converted	MT and RX Copay Required
				01/28/2005	New		

- **Discrepancy Report With Updates (IVM-1UIY)**

This report is located in the Management folder and provides, by Income Year, the number of updates to potential cases, by Tier, that caused the potential case to be marked as not available for case creation.

**Discrepancy Report With Update Details (IVM-1UIY) - IY 2003**

**Tier 1 Discrepancy**

From	To	Eligibility Updates	DOD Updates	Means Test	Total Updates	Cases	Total Cases	%
0	1000	0	0	0	0	0	0	0.00
1,001	5000	0	0	0	0	308	308	7.63
5,001	10000	0	0	0	0	416	416	10.31
10,001	15000	0	0	0	0	421	421	10.43
15,001	and Above	0	1	1	2	2,889	2,891	71.58
<b>Total For Tier 1</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4,034</b>	<b>4,036</b>	<b>29.17</b>

**Tier 2 Discrepancy**

From	To	Eligibility Updates	DOD Updates	Means Test	Total Updates	Cases	Total Cases	%
0	1000	0	0	0	0	0	0	0.00
1,001	5000	0	0	0	0	17	17	2.65
5,001	10000	0	0	0	0	29	29	4.52
10,001	15000	0	0	0	0	24	24	3.74
15,001	and Above	0	0	0	0	571	571	89.08
<b>Total For Tier 2</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>641</b>	<b>641</b>	<b>4.63</b>

**Tier 3 Discrepancy**

From	To	Eligibility Updates	DOD Updates	Means Test	Total Updates	Cases	Total Cases	%
0	5000	0	0	0	0	50	50	32.05
5,001	10000	0	0	0	0	5	5	3.21
10,001	15000	0	0	0	0	11	11	7.05
15,001	20000	0	0	0	0	10	10	6.41

- **Discrepancy Report With Update Details (IVM-1UDR)**

The number of cases by a specified date range that are removed from the potential case pool because of certain updates received are displayed in this report. This report resides in the Management folder.

The screenshot shows a web browser window with the URL <https://vawww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=323>. The report title is "Discrepancy Report With Update Details (IVM-1UDR)" with a start date of 01/01/2005 and an end date of 03/19/2005. A red arrow points to the "Start Date" field. The report contains two tables: "Tier 1 Discrepancy" and "Tier 2 Discrepancy".

From	To	Eligibility Updates	% Eligibility	DOD Updates	% DOD	Means Test	% Means Test	Total Updates
0	1000	0	0.00	0	0.00	0	0.00	0
1,001	5000	0	0.00	0	0.00	0	0.00	0
5,001	10000	0	0.00	0	0.00	0	0.00	0
10,001	15000	0	0.00	0	0.00	0	0.00	0
15,001	and Above	0	0.00	1	50.00	1	50.00	2
<b>Total For Tier 1</b>		0	0.00	1	50.00	1	50.00	2

From	To	Eligibility Updates	% Eligibility	DOD Updates	% DOD	Means Test	% Means Test	Total Updates
0	1000	0	0.00	0	0.00	0	0.00	0
1,001	5000	0	0.00	0	0.00	0	0.00	0
5,001	10000	0	0.00	0	0.00	0	0.00	0
10,001	15000	0	0.00	0	0.00	0	0.00	0
15,001	and Above	0	0.00	0	0.00	0	0.00	0

## Modified Reports

Five of the six existing reports modified for IVM 2.9 are located in the IVM folder. The first two of the reports listed here are also accessed by the LAS.

- **Individual Open Cases Status Report (IVM-2)**

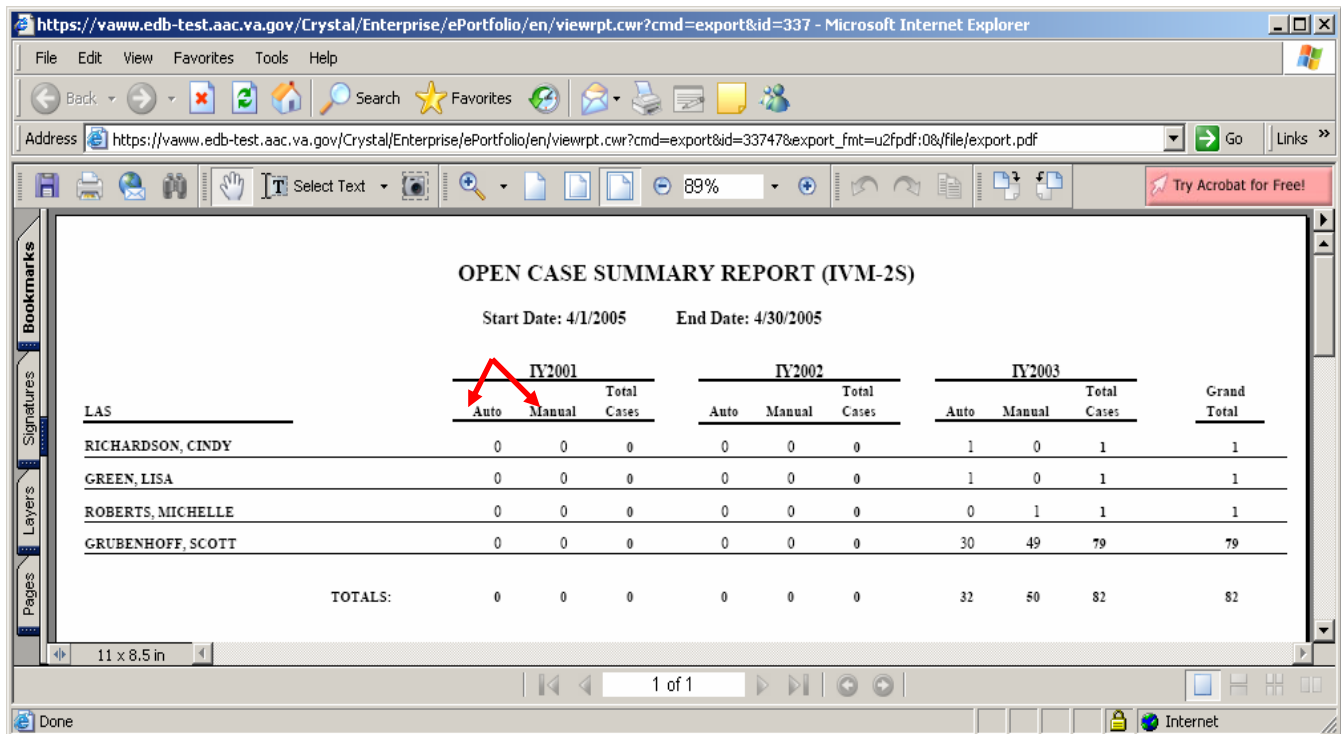
This report is available to the LAS', Supervisors, and Administrators. The state of processing, Automatic or Manual, displays for each case listed.

The screenshot shows a web browser window with the URL <https://vawww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=337>. The report title is "Individual Open Cases Status Report (IVM-2)" with a start date of 04/01/2005 and an end date of 04/30/2005. The report is for LAS: GRUBENHOFF, SCOTT. The table has columns: IY, Veteran Name, SSN, Case Number, Date Opened, Status Date, Status, Activity, Process (circled in red), Days Open, and Next Due Date.

IY	Veteran Name	SSN	Case Number	Date Opened	Status Date	Status	Activity	Process	Days Open	Next Due Date
2003	BUDAU, REINHOLD H		2003IVM14754	04/12/2005	04/13/2005	ReOpened		Manual	14	05/13/2005
					04/13/2005	Closed	Eligibility Updated			
					04/12/2005	New				
2003	LEVI, JOSEPH		2003IVM14755	04/12/2005	04/13/2005	ReOpened		Manual	14	05/13/2005
					04/13/2005	Closed	Eligibility Updated			
					04/12/2005	New				
2003	WALSTON, ROBERT B		2003IVM14756	04/12/2005	04/12/2005	New		Automatic	14	05/12/2005
2003	YOUNG, JAMES D		2003IVM14757	04/12/2005	04/12/2005	New		Automatic	14	05/12/2005
2003	ARMER, ROLAND L		2003IVM14761	04/16/2005	04/21/2005	In-Process	Initial Letter Sent	Manual	10	05/21/2005
					04/16/2005	New				
2003	FRISTOE, JAMES R		2003IVM14762	04/16/2005	04/22/2005	In-Process	Initial Letter Sent	Manual	10	05/22/2005
					04/16/2005	New				
2003	PETERSEN, DELMER H		2003IVM14763	04/16/2005	04/23/2005	In-Process	Initial Letter Sent	Manual	10	05/23/2005
					04/16/2005	New				
2003	TAYLOR, EDWARD		2003IVM14764	04/16/2005	04/16/2005	New		Automatic	10	05/16/2005
2003	FULLER, ROBERT M		2003IVM14765	04/16/2005	04/22/2005	In-Process	Initial Letter Sent	Manual	10	05/22/2005
					04/16/2005	New				
2003	POOLE, WALTER E		2003IVM14766	04/16/2005	04/23/2005	In-Process	Initial Letter Sent	Manual	10	05/23/2005

- **Open Case Summary Report (IVM-2S)**

Supervisors and Administrators have access to this report which displays the count of open cases for the date range selected. A breakdown of the number of open cases in automatic and manual states of processing has been added to the report.



https://vaww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=337 - Microsoft Internet Explorer

Address: https://vaww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=33747&export\_fmt=u2pdf:0&file/export.pdf

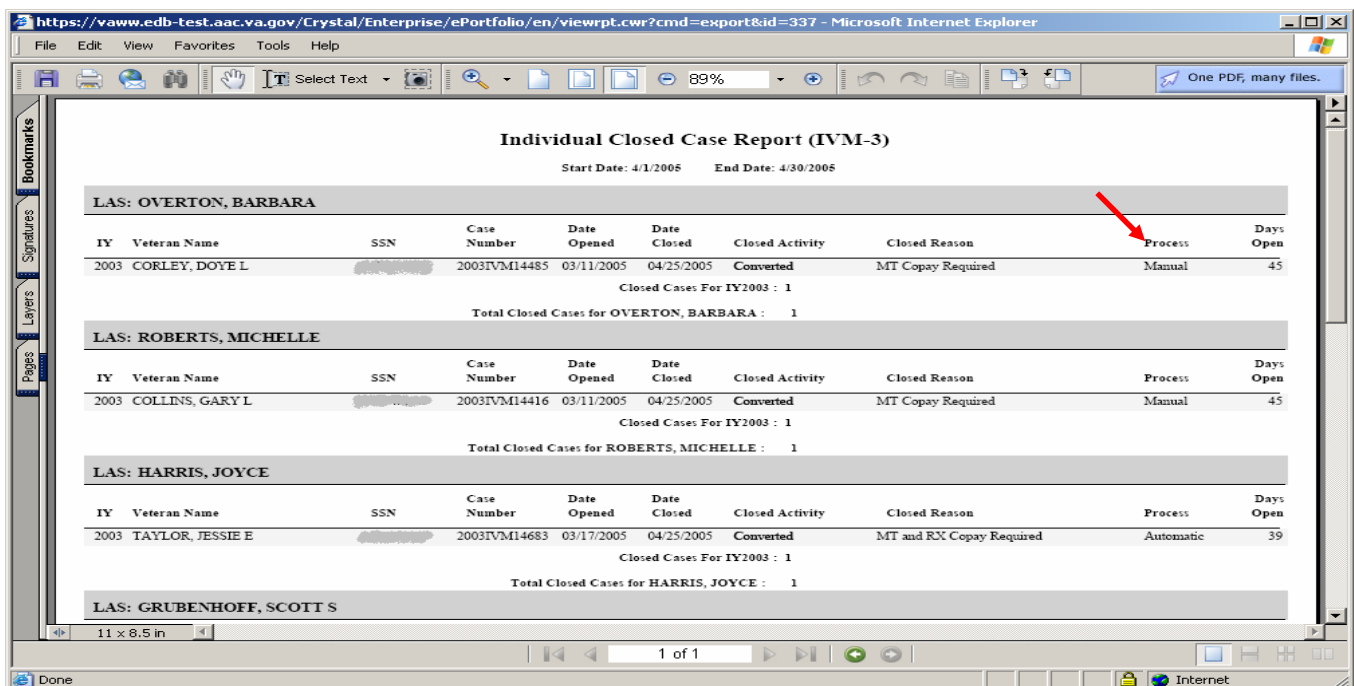
**OPEN CASE SUMMARY REPORT (IVM-2S)**

Start Date: 4/1/2005 End Date: 4/30/2005

LAS	IV2001			IV2002			IV2003			Grand Total
	Auto	Manual	Total Cases	Auto	Manual	Total Cases	Auto	Manual	Total Cases	
RICHARDSON, CINDY	0	0	0	0	0	0	1	0	1	1
GREEN, LISA	0	0	0	0	0	0	1	0	1	1
ROBERTS, MICHELLE	0	0	0	0	0	0	0	1	1	1
GRUBENHOFF, SCOTT	0	0	0	0	0	0	30	49	79	79
<b>TOTALS:</b>	0	0	0	0	0	0	32	50	82	82

- **Individual Closed Cases Report (IVM-3)**

This report is available to the LAS', Supervisors, and Administrators. The state of processing, Automatic or Manual, displays for each case listed.



https://vaww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=337 - Microsoft Internet Explorer

**Individual Closed Case Report (IVM-3)**

Start Date: 4/1/2005 End Date: 4/30/2005

LAS: OVERTON, BARBARA									
IY	Veteran Name	SSN	Case Number	Date Opened	Date Closed	Closed Activity	Closed Reason	Process	Days Open
2003	CORLEY, DOYE L		2003IVM14485	03/11/2005	04/25/2005	Converted	MT Copay Required	Manual	45
Closed Cases For IY2003 : 1									
Total Closed Cases for OVERTON, BARBARA : 1									
LAS: ROBERTS, MICHELLE									
IY	Veteran Name	SSN	Case Number	Date Opened	Date Closed	Closed Activity	Closed Reason	Process	Days Open
2003	COLLINS, GARY L		2003IVM14416	03/11/2005	04/25/2005	Converted	MT Copay Required	Manual	45
Closed Cases For IY2003 : 1									
Total Closed Cases for ROBERTS, MICHELLE : 1									
LAS: HARRIS, JOYCE									
IY	Veteran Name	SSN	Case Number	Date Opened	Date Closed	Closed Activity	Closed Reason	Process	Days Open
2003	TAYLOR, JESSIE E		2003IVM14683	03/17/2005	04/25/2005	Converted	MT and RX Copay Required	Automatic	39
Closed Cases For IY2003 : 1									
Total Closed Cases for HARRIS, JOYCE : 1									
LAS: GRUBENHOFF, SCOTT S									

- **Closed Case Summary Report (IVM-3S)**

Supervisors and Administrators have access to this report which displays the count of closed cases for the selected date range. A breakdown of the number of closed cases by process states of automatic and manual has been added to the report.

**CLOSED CASE SUMMARY REPORT (IVM-3S)**

Start Date: 4/1/2005      End Date: 4/30/2005

LAS	IV2001			IV2002			IV2003			Grand Total
	Auto	Manual	Total Cases	Auto	Manual	Total Cases	Auto	Manual	Total Cases	
OVERTON, BARBARA	0	0	0	0	0	0	0	1	1	1
ROBERTS, MICHELLE	0	0	0	0	0	0	0	1	1	1
HARRIS, JOYCE	0	0	0	0	0	0	1	0	1	1
GRUBENHOFF, SCOTT	0	0	0	0	0	0	1	0	1	1
<b>TOTALS:</b>	0	0	0	0	0	0	2	2	4	4

- **Closed Case Summary With Reason Report (IVM-3R)**

This report provides a listing of LAS names and counts of cases closed for a selected date range. A breakdown of those cases by processing states has been added to the report and included in the Reason summary portion.

https://vawww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=337 - Microsoft Internet Explorer

Address: https://vawww.edb-test.aac.va.gov/Crystal/Enterprise/ePortfolio/en/viewrpt.cwr?cmd=export&id=33774&export\_fmt=u2fpdf:0&fil

**CLOSED CASE SUMMARY WITH REASON REPORT (IVM-3R)**

Start Date: 4/1/2005 End Date: 4/30/2005

LAS	Activity	Reason	IY2001			IY2002			IY2003			Grand Total
			Auto	Manual	Total Cases	Auto	Manual	Total Cases	Auto	Manual	Total Cases	
<b>OVERTON, BARBARA</b>												
	Converted	MT Copay Required	0	0	0	0	0	0	0	1	1	1
Totals:			0	0	0	0	0	0	0	1	1	1
<b>ROBERTS, MICHELLE</b>												
	Converted	MT Copay Required	0	0	0	0	0	0	0	1	1	1
Totals:			0	0	0	0	0	0	0	1	1	1
<b>HARRIS, JOYCE</b>												
	Converted	MT and RX Copay Required	0	0	0	0	0	0	1	0	1	1
Totals:			0	0	0	0	0	0	1	0	1	1
<b>GRUBENHOFF, SCOTT</b>												
	Eligibility Updated	Purple Heart	0	0	0	0	0	0	1	0	1	1
Totals:			0	0	0	0	0	0	1	0	1	1
<b>TOTALS:</b>			0	0	0	0	0	0	2	2	4	4
	Converted	MT and RX Copay Required	0	0	0	0	0	0	1	0	1	1
	Converted	MT Copay Required	0	0	0	0	0	0	0	2	2	2
	Eligibility Updated	Purple Heart	0	0	0	0	0	0	1	0	1	1
<b>REASON TOTALS:</b>			0	0	0	0	0	0	2	2	4	4

11 x 8.5 in 1 of 1

## HEC Legacy Update for Prior IY MT

Prior to the release of IVM 2.9 an IVM case that was closed and converted to MT Copay Required or GMT Copay Required the veteran's sites of record were notified the change in eligibility by an HL7 (Z06) message. If the converted test is for the veteran's current means test, a Z07 message was triggered from VistA to the HEC Legacy system. No update was sent to the HEC if the test was not current.

To keep the veteran's data synchronized functionality was introduced through the release of VistA patch EAS\*1\*59 allowing the IVM converted Means Tests for a prior income year to be transmitted to the HEC Legacy system from VistA sites.

Current and prior income year cases converted by the IVM application are transmitted to the appropriate VistA sites for the veteran. From the VistA site, a message is sent to the HEC Legacy system for the means test. Messaging is now sent for prior income year cases converted which was not being handled previous to this patch release. This action keeps the veteran's data synchronized with the HEC Legacy system and VistA sites.

## Acronyms

AAC	Austin Automation Center
CR	Contact Representative
EDB	Enrollment Database
FTI	Federal Tax Information
GMT	Geographic Means Test
GMTT	Geographic Means Test Threshold
HEC	Health Eligibility Center
HL7	Health Level 7
HSD&D	Health Systems Design & Development
IRS	Internal Revenue Service
LAS	Legal Administrative Specialist
MT	Means Test
MTT	Means Test Threshold
NRT	Next Run Time
NSC	Nonservice-Connected
IRS	Internal Revenue Service
ISO	Information Security Officer
IV	Income Verification
IVD	Income Verification Division
IVM	Income Verification Match(ing)
PH	Purple Heart
POW	Prisoner of War
RX	Prescription
SC	Service-Connected
SSA	Social Security Administration
VA	Veterans Affairs
VHA	Veterans Health Administration